CHANGE SERVICE REQUESTED

July 25, 2008 Volume 30 Number 30 www.processor.com



Biometrics In The Enterprise

Where Does The Technology Make The Most Sense?

by Kurt Marko

BIOMETRICS, THE USE of unique physical or behavioral characteristics for individual identification, is, in the words of computer security expert Bruce Schneier, the world's oldest form of identification. He says, "Dogs have distinctive barks. Cats spray. Humans recognize each other's faces. On the telephone, your voice identifies you as the person on the line."

Because biometric products rely on physical traits, they're inherently convenient in comparison to other ID mechanisms, and perhaps due to their frequent appearance in spy thrillers, biometrics tools have acquired a mystique of impenetrability and invulnerability. Yet the technology has matured and simplified to the point that it's increasingly being



deployed where positive physical identification is required; biometrics technology isn't just for "Mission Impossible" anymore.

The use of physical properties, such as fingerprints, hand profiles, or iris or retinal patterns, means biometrics shows up most often in situations requiring a positive physical identification. Probably the most notable application is the State Department's new

electronic passport (aka e-passport) that incorporates a digitized facial scan into a

> chip embedded in the passport's back cover, but there are several common biometric applications for small to medium-sized enterprises.

Manufacturing & Retail

Many scenarios adopting biometrics may seem mundane by the standards of today's Web 2.0 online world, but the technology offers significant improvements over previous paperor password-based processes. According to Jim Fulton, vice president of marketing at DigitalPersona (www.digitalpersona.com),

retail, financial, and manufacturing businesses are adopting biometrics as a replacement for less secure or convenient forms of identification. He notes that the traditional time clock, which once used a printed log on a time card or more recently a magnetic stripe ID card, now often incorporates biometrics to track employee time and attendance.

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When Hard Drives Hit The Wall

Causes & Costs Of Disk Failures

by Sandra Kay Miller

WHETHER IT'S THE TICK-TICK of a dying hard drive or the dreaded Blue Screen of Death, a hard drive failure can bring your organization to a grinding halt if you are unprepared.

As one of the components in a computer system with actual moving parts, hard drives are subject to wearing out. When this happens, it's more than just a simple component replacement. As the repository for data, applications, and system settings, hard drive breakdowns can quickly equate to financial losses far beyond the price of hardware replacement.

In a survey of 50 data recovery firms in 14 countries, DeepSpar Data Recovery

Back up data as often as possible so that when the inevitable hard drive failure happens, data loss will be minimal.

Systems (www.deepspar.com) found that drive failure and drive-read instability accounted for 68% of data loss.

Business intelligence firm Datamonitor reported that up to one-third of IT stake-holders list that a significant data loss incident could put their organization at risk for bankruptcy. Even more vulnerable, 70% of small businesses listed data loss as being catastrophic.

Hard drive manufacturers assert that disk failure rates are less than 1%; however, findings presented by Carnegie Mellon University researchers at the 2007 USENIX Conference on File and Storage Technologies found on average a 2 to 4% failure rate and as high as 13% under certain conditions.

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More and more mobile workers are adding smartphones to their arsenals of mobile devices. And as they do, IT managers would do well to arm themselves against the security risks posed by this growing category of devices.

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Recent news points to the importance of enterprises protecting their networks and constituents against the breadth of inappropriate content.

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■ AlertSite introduced On-Demand Load Testing, a service that allows enterprises to test the limits of their Web applications to ensure systems perform optimally under heavy loads. ■ HP announced the HP Performance Optimized Data Center, a container-based data center. ■ I.D. Rank Security introduced Kynetique, which guards against external network attacks and malicious and illegal actions by those inside the network. ■ iStarUSA introduced StarMount wallmount open-frame racks called the WU-60B and WU-90B. ■ Paessler released its Router Traffic Grapher Network Monitor version 7. a network monitoring tool designed to provide administrators with a cost-effective way to ensure network availability. ■ Prism Microsystems announced the latest version of its security information and event management solution, Event-Tracker version 6.2. ■ Data centers now have options for Ethernet metered power distribution from Raritan.

RealVNC announced its solution for remote desktop control, VNC Enterprise Version 4.4. ■ **Symark** introduced the latest version of its PowerKeeper privileged account access management appliance. ■ Unisys unveiled a trial service for test driving Microsoft Unified Communications Technologies, including Exchange Server 2007, Office Communication 2007, and Office LiveMeeting.

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For address change, fill out form below with new **Subscribe Today/Address Change Form** PLEASE PRINT Phone: (_ _____ Fax: (_____) ____ Contact Name: Company Name: ___ Address: ___ State: Postal Code: Web Address: Email: 1. What is the size of your company 3. What is your annual computer hardware/ software purchasing budget? (how many employees)? □ 200 to 499 ☐ Less than 10 □ \$0 to \$9,999 \$100,000 to \$249,999 □ \$10,000 to \$24,999 □ \$250,000 to \$499,999 □ 10 to 99 □ 500 to 999 □ 100 to 199 □ 1,000+ □ \$25,000 to \$49,999 □ \$500,000 to \$999,000 □ \$50,000 to \$99,999 □ \$1,000,000+ 2. How often do you purchase computer hardware/software?

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SECURITY

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☐ Monthly

Aggressive Non-Delivery Report Spam Combat

□ Quarterly

☐ Annually

□ No Involvement

SonicWALL's Email Security 6.2 Offers Complete Inbound & Outbound Email Protection

SPAM IS THE enemy of every network administrator; it clogs inboxes, creates unnecessary traffic, and can deliver malware. Although measures at the client level can combat these dangers, preventing spam from reaching desktops is a powerful way to keep your network secure.



SonicWALL Email Security 6.2 is designed to combat spam and backscatter messages with its new BATV (Bounce-Address-Tag-Validation) feature. When

the BATV function is activated, it combats NDR (Non-Delivery Report) spam by discerning a legitimate NDR message from an NDR spam message and dropping the connection from the spam's server.

When an outgoing message is sent, it is tagged with a private key; when NDR messages are received, the tag is checked for validity. As SonicWALL processes both in- and outbound traffic, this tag checking can be done seamlessly for both the customer and end users.

Other features of Email Security 6.2 include enhanced language capabilities, including Dutch, French, and Swedish; improved visual representation of performance metrics for easier monitoring by administrators; and simplified licensing, so

SECURITY

a user can choose the SonicWALL Email Security appliance or software system that best fits an organization's needs. For example, subscription services can be purchased in user packs of 25, 50, 100, 250, 500, 750, 1,000, 2,000, 5,000, or more as needed.

JULY 25, 2008

JULY 25, 2008

SonicWALL Email Security 6.2

ES-200: \$1,395; ES-300: \$1,995; ES-400: \$3,995; ES-500: \$5,995

An email security offering that is part of SonicWALL's comprehensive antispam and email security package

(888) 557-6642

www.sonicwall.com



STORAGE July 25, 2008

Enterprise-Class Backup & Recovery

Zmanda's Amanda Enterprise 2.6.4 Offers Powerful Protection With Easy Administration



Easy-to-understand reports help administrators track events.

As the NEED FOR available data increases, budgetary and staff costs can prohibit some SMEs from acquiring or effectively managing backup and recovery products. They need backup and recovery apps that are easy and quick to install, are simple to manage, and have all the functionality an enterprise needs, all at a low cost. Amanda Enterprise is Zmanda's effort to provide a solution to this problem.

Amanda Enterprise 2.6.4 is the latest iteration of the software, an open-source product that uses only standard formats and tools instead of proprietary products. Backups can be made to a single Linux or Solaris master backup system from multiple systems. Supported platforms include Windows, Linux, Solaris, and Mac OS X.

Other new features of Amanda Enterprise include online backup support for Microsoft SQL Server, Microsoft Exchange, and Oracle databases and protection for Windows Active Directory. The software can restore a variety of hardware and virtual environments and uses Microsoft's Volume Shadow Copy Service to ensure reliability during hot backups so data access won't be impacted.

Amanda Enterprise supports a variety of backup media and methods. Data and archives can be stored on disks, tape, optical devices, or online storage services. The Department of Homeland Security has certified it is free of security defects.

Zmanda Amanda Enterprise 2.6.4

Starts at \$100 per backup server; clients start at \$100 each

An open-source backup and recovery application that features low cost of ownership and easy management

(408) 732-3208

www.zmanda.com
Zmanda
Open Source Backup

Real-Time Threat Detection

Intellitactics Security Manager Streamlines Incident Handling



Intellitactics Security Manager can provide reports to validate compliance with regulatory standards, internal policies, and industry best practices.

KNOWN FOR DELIVERING a holistic view of all the components within an IT infrastructure, Intellitactics increases the number of logs and devices that can actively be managed by any organization. Its flagship product, Intellitactics Security Manager, consolidates and analyzes data from security devices, operating systems, and applications to provide real-time threat detection, historical analysis for forensics, and compliance reporting.

Security Manager centralizes security information and automates log aggregation, security event management, actionable alerting, and incident response. One-click alert assessments and simple drill-down to the parsed and raw events provide contextual details for any alert,

enabling IT to streamline incident handling and providing reports that verify and validate compliance with regulatory standards, internal policies, or industry best practices.

Intellitactics' AIR (Active Integration and Response) program provides for the expansion of the security ecosystem through integration with leading-edge security products that leverage Intellitactics Security Manager's analysis of data sources. Security Manager's analytical engine generates notifications of threats. The

integration of Security Manager with complementary security technologies provides the security team with a more complete picture and helps to better protect the enterprise and comply with regulatory standards by simplifying the ability to monitor, analyze, take action, and report on security-related events.

Intellitactics Security Manager

Consolidates and analyzes data from security devices, OSes, and applications

(877) 746-7658

www.intellitactics.com



STORAGE JULY 25, 2008

Serious Storage

Mercury Rack Pro Offers Easy Integration, High Performance

WHEN YOU NEED data storage with maximum reliability, quality, and performance, Mercury Rack Pro solutions from OWC (Other World Computing) will exceed your needs. OWC has been providing quality hardware products and support since 1988, and the Mercury Rack Pro is no exception. It's available in sizes up to 4TB with drives that are striped (RAID 0), striped and mirrored (RAID 0+1), or JBOD (Just a Bunch of Drives). With a variety of models featur-



ing FireWire 800, FireWire 400, USB 2.0, and/or eSATA interface ports, Mercury Rack Pro solutions provide seamless integration into your data center. To cut down

on the cable clutter, port multiplier versions for the eSATA Rack Pros are also available.

Mercury Rack Pro solutions include a standard two-year warranty or an Enterprise option with a five-year warranty, one year advance cross ship, and one year level one tech support. Designed to meet the performance demands of video and audio production, OWC Mercury Rack Pro provides data transfer rates of more than 115Mbps. All models are tested and suitable for audio/video and are Prosoft Engineering Data Backup and NovaStor NovaBACKUP certified.

OWC Mercury Rack Pro features:

- Up to 4TB of storage
- FireWire 800/400, USB 2.0, and/or eSATA ports

- Available with port multiplier options
- Connecting cables included
- Mac and PC compatible
- Up to five-year warranty

OWC Mercury Rack Pro

Starts at \$629.99

Data storage ideal for Mac or Windows operating systems, with RAID 0, 0+1, and JBOD options available

(815) 333-5008

www.macsales.com/firewire



SECURITY JULY 18, 2008

Easier Database Monitoring & Auditing

Tizor Systems Mantra 6 Helps You Reduce Risk & Regain Control



MOST COMPANIES do not have a complete inventory of their databases or the types of data that exist within them. This lack of visibility creates risks that could lead to insider abuse, data breaches, or failure to pass a compliance audit. Tizor Systems Mantra 6 enables enterprises to regain control of critical data, IT budgets, and personnel resources.

Mantra's architecture balances technically sophisticated analytical capabilities with an intuitive user interface and easy-to-use policy language. Mantra 6 features

include automated discovery for finding databases and specific classes of sensitive data; session termination for blocking unauthorized or suspicious database activity; and drag-and-drop policy creation for the fastest and easiest implementation of data auditing for risk mitigation.

Mantra 6 automates discovery tasks, quickly finding and classifying databases and the data within them to provide unprecedented visibility into the location of data assets, type of data assets in use, and potential risks to those assets.

Mantra's policy language allows technical or nontechnical users to create detailed compliance and security policies without the long learning curve typically associated with these tools.

Mantra 6 includes:

- Automated, best-in-class data discovery
- Non-inline blocking
- Drag-and-drop policy creation and policy wizards
- Behavioral Fingerprinting
- Content scanning
- Unstructured data

Tizor Systems Mantra 6

Provides real-time auditing, monitoring, and reporting of critical data assets

(978) 243-3200

www.tizor.com



SERVICES

JULY 25, 2008

MESSAGING & TELEPHONY

JULY 18, 2008

Green Data Destruction

D3's New D3eraSE Service



DATA DESTRUCTION and green recycling efforts are often at odds with one another. Now, thanks to the new D3eraSE service from D3 (Digital Data Destruction Services), IT managers have another option for securely destroying data without permanently destroying the media on which it is stored.

D3eraSE is a Tier 4 electronic data destruction process that permanently removes all data stored on a hard drive or flash media in such a way that data recovery is impossible, yet the media is reusable. Because the D3eraSE service is more secure than simply overwriting the data, the NIST (National Institutes of Standards and Technology) classifies D3eraSE as acceptable for confidential documents. D3eraSE has also been accepted by the Department of Defense

for use with media containing data that's labeled as secret information.

In contrast with Tier 3 destruction or Department of Defense Directive 5220.22 triple-pass overwriting, which leaves the opportunity for up to 10% of the data to be forensically recovered, the D3eraSE Tier 4 service eliminates the possibility of forensic recovery.

D3eraSE's Tier 4 services provide a less extreme alternative to Tier 5 data destruction services that completely disassemble, degauss, and recycle hard drives. Plus, because media is still usable after using the D3eraSE Tier 4 service, customers can save thousands of dollars by reusing their existing stock of hard drives and flash media.

Digital Data Destruction Services D3eraSE

Permanently erases data on storage media, making the media reusable and rendering data recovery impossible

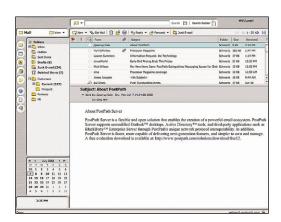
(715) 372-6700

www.d3services.com

10007

Complete Email & Collaboration Server

PostPath Ensures Ongoing Service In The Event Of A Failure



PostPath Server High Availability Edition v2 is a drop-in alternative to Microsoft Exchange.

POSTPATH SERVER HIGH Availability Edition v2 is a complete email and collaboration server that is a drop-in alternative to Microsoft Exchange and incorporates multiple measures to ensure ongoing service in the event of a failure in the underlying hardware or network systems. It consists of a multiserver bundle with one or more instances of the primary PostPath Server that act as the mailbox email server(s) during normal operation, plus a redundant server to take over in case of primary server failure.

The PostPath Server uses a "continually consistent" file-based data store. By exploiting the performance and capabilities of native server file systems, PostPath

Server enables the use of the open and standards-based high-availability tools leveraged in PostPath Server High Availability Edition v2, simplifying the implementation and management of email services.

New features to version 2 expand the number and types of high availability configurations supported. These include the choice of shared or replicated storage configurations, on or offsite redundancy configurations, synchronous or asynchronous replication configurations, virtual HA support, the ability to configure hot or cold failover, and support for Web mail and mobile devices.

PostPath Server High Availability Edition v2 is the latest addition to the PostPath Server family, a line of email servers that are network-protocol interoperable with the Exchange ecosystem.

PostPath Server High Availability Edition v2

Starts at \$4,000 for 60 users, including native Outlook, ActiveSync, BlackBerry support, and redundant server

Email and collaboration server that can serve as a replacement or supplement to Microsoft Exchange

(650) 810-8100

www.PostPath.com



MarketPlace -



NEWS



AMD Replaces CEO

AFTER ANNOUNCING another quarterly loss, AMD's Board of Directors has appointed Dirk Meyer as CEO. Meyer, who has been with the company since 1995 and served most recently as COO, will replace Hector Ruiz. Ruiz will remain with the company as executive chairman and chair of the Board of Directors. From 2001 to 2006, Meyer led AMD's microprocessor business. During that time, the company's microprocessor revenue doubled, and its global profile expanded. For the second quarter 2008, AMD lost \$1.19 billion, or about \$1.96 a share.

■ Yahoo!, Google, Microsoft Spar

IN TESTIMONY AT a Congressional hearing, representatives from Yahoo! and Google defended their proposed deal to allow Yahoo! to display Google advertising on its search pages. Yahoo! General Counsel Michael Callahan says the deal is "good for consumers, good for advertisers, and yes, good for Yahoo!." Microsoft General Counsel Brad Smith says the deal will make search one-sided, with Google establishing control of more than 90% of the search advertising market. During the hearing, Smith recalled an early June meeting between Yahoo! and Microsoft executives in which Yahoo! CEO Jerry Yang said a Google/Yahoo! alliance would put the two companies on the same "pole" against Microsoft and that Microsoft "would not be strong enough in this market to remain a pole of its own." Callahan says he doesn't recall Yang making those comments.

Justice Department Ends **Apple Backdating Investigation**

THE UNITED STATES Department of Justice will not file charges against several current and former Apple executives in relation to charges they backdated stock option grants. The Justice Department made the announcement as it ended its criminal investigation into wrongdoing. Apple admitted to backdating some stock option grants to obtain better prices, which isn't illegal provided it's disclosed. Apple CEO Steve Jobs was aware of the backdating but was not aware of its implications regarding the company's accounting, according to Apple. The company's backdating troubles aren't over, however, as a new lawsuit was recently filed in California alleging Apple executives intentionally filed false documents to conceal stock option grants.

Mac Usage Growing

THE USE OF THE Mac operating system is on a slow, but steady rise, while Windows use is on a slow decline, according to the latest figures from research firm Net Applications. Last month, some form of a Mac OS was installed on 7.94% of all PCs; Windows was installed on 90.89% of all PCs. In June 2007, 5.99% of all PCs used a Mac OS, while 93.28% used some form of Windows. Net Applications research for June shows 71.2% of Windows PCs use Windows XP, 16.14% use Vista, and 2.11% use Windows 2000.

Investment Firm Victim Of Data Breach

WAGNER RESOURCE, an investment company, informed about 2,000 of its clients that their names, birthdates, and Social Security numbers had been leaked to the LimeWire peer-to-peer network. The Washington Post broke the news after one of its online readers using the LimeWire network found the confidential information about Wagner's clients, including Supreme Court Justice Stephen Breyer. The breach stemmed from a Wagner employee downloading the LimeWire software to his work computer; the software exposed his PC's contents to other LimeWire users. In a similar incident last year, an employee at Pfizer installed P2P software on her work PC and exposed private data on about 17,000 employees.

■ Sun Lays Off 1,000 Employees

In an effort to reduce costs and increase the company's efficiency, Sun Microsystems laid off about 1,000 employees in the United States and Canada. On a global basis, Sun plans to cut between 1,500 and 2,500 total jobs; 2,500 jobs would represent about 7% of its workforce. Latin America, EMEA (Europe, the Middle East, and Africa), and Asia-Pacific will also experience job reductions. Sun says the state of the economy is one of the main factors in its recent financial struggles, including a \$34 million loss in its fiscal quarter that ended March 30. Sun originally announced its restructuring plans, including these layoffs, in May.

Ex-HP Exec Pleads Guilty To Trade Secret Theft

FORMER HP vice president Atul Malhotra, who was charged in June 2007 with stealing trade secrets from IBM, his former employer, has pleaded guilty to one count of theft of trade secrets. Court documents report Malhotra worked at IBM from November 1997 to April 2006, and while there, he requested and received company trade secret information. In May 2006, Malhotra left IBM for HP, where he shared the

This information provides a quick glimpse of current and historical stock prices and trends for 14 major companies in the technology market.

Company	Symbol	Year Ago	July 11 \$	July 18 \$	% change from previous week
Computer Associates	CA	\$26.34	\$22.15	\$23.73	▲ 7.13%
Cisco Systems	CSCO	\$29.44	\$21.82	\$21.66	▼ 0.73%
Dell	DELL	\$28.99	\$22.31	\$24.23	▲ 8.61%
Electronic Data Systems	EDS	\$28.17	\$24.66	\$24.71	▲ 0.2%
Google	GOOG	\$549.50	\$533.80	\$481.32	▼ 9.83%
HP	HPQ	\$47.14	\$41.59	\$43.42	4.4%
IBM	IBM	\$111.08	\$122.12	\$129.89	▲ 6.36%
Intel	INTC	\$25.06	\$20.64	\$22.09	▲ 7.03%
McAfee	MFE	\$36.41	\$33.07	\$32.73	▼ 1.03%
Microsoft	MSFT	\$30.91	\$25.25	\$25.86	▲ 2.42%
Oracle	ORCL	\$20.41	\$20.96	\$21.18	▲ 1.05%
Red Hat Software	RHT	\$21.50	\$19.72	\$21.19	▲ 7.45%
Sun Microsystems	JAVA	\$5.28	\$9.11	\$9.48	4 .06%
Symantec	SYMC	\$19.50	\$18.82	\$19.14	▲ 1.7%

NOTE: This information is meant for reference only and should not be used as a basis for buy/sell decisions

confidential IBM information with two HP senior vice presidents. Upon realizing the situation, HP fired Malhotra and contacted authorities and IBM. Malhotra could face a maximum of 10 years in prison, a \$250,000 fine, and three years of supervised release.

Chipmaker Files Suit To Protect Flaws

NXP SEMICONDUCTORS has filed suit in the Netherlands against Radboud University Nijmegen to prevent the university from releasing information that would make public information it found regarding security flaws. The flaws were discovered in NXP-manufactured RFID chips found in up to 2 billion smart cards used to board public transportation and to open doors in government and corporate buildings. Researchers from the university believe that releasing the information is crucial to developing solutions and avoiding security breaches; while NXP has confirmed some of the study's findings, it has no plans to take the chip off the market.

Intel Posts 25% Increase In Profits

DESPITE A SLUMPING ECONOMY and rising energy and fuel costs, Intel reported a spike in profit for the second quarter—a trend it expects to continue into the current quarter. Intel's net income for the quarter was up 25% to \$1.6 billion, or 28 cents per share, compared to the same quarter last year; total revenue was up 9% to \$9.5 billion during the second quarter. The figures are well above those predicted by Wall Street analysts, who expected earnings of 25 cents per share with revenue of \$9.32 billion. Intel cites strong global demand for its chipsets and microprocessors as the reasons for its profit gains.

DBA Fined, Sentenced To Prison

A FEDERAL JUDGE has handed down a sentence to William G. Sullivan, a former database administrator for Certegy Check Services who was convicted of felony fraud charges last November. Sullivan was found guilty of stealing the personal data of about 8.5 million consumers over a five-year period beginning in February 2002 and selling the information, such as names, bank account numbers, and debit/credit card numbers, to a third party that in turn sold the information to other data brokers. Sullivan will serve 57 months in prison and will pay nearly \$4 million in restitution to consumers affected by his crimes.

Yahoo! Rejects Deal; Icahn Plans Takeover

AFTER ANOTHER failed attempt at striking a deal between Yahoo! and Microsoft, investor Carl Icahn announced that he will run a slate of nine dissident directors in his quest for control of the Yahoo! board. The latest failed deal would have had Microsoft set to acquire Yahoo!'s search business and would have placed Icahn and his slate of directors in control. Yahoo! rejected the deal, with Chairman Roy Bostock claiming, "We are prepared to let our stockholders, not Microsoft and Carl Icahn, decide what is in their best interests, and we look forward to the upcoming [shareholders] vote."

■ EC Issues Intel New Antitrust Charges

LAST YEAR, the European Commission sent a statement of objections to Intel regarding alleged antitrust activities against its rival AMD. Now the EC has sent another antitrust charge list to Intel with charges involving three main alleged antitrust activities. First, the EC said Intel paid high rebates to a large European PC retailer as long as it sold only Intel-based PCs. Second, Intel paid a main reseller to put off its launch of a product line with an AMD-based CPU. Third, the EC said Intel paid that same reseller large rebates as long as it acquired all of its laptop CPU requirements from Intel.

Upcoming IT Events

- JULY -

National Institute of **Governmental Purchasing** July 26-30 Charlotte, N.C. www.nigp.org /Events/Forum.htm

AFCOM Michigan

July 28, 9 a.m. Kellogg Hotel & Conference Center Michigan State University 55 S. Harrison Road East Lansing, Mich. www.afcom.com

- AUGUST -

LinuxWorld

Conference & Expo August 4-7 San Francisco, Calif. www.linuxworldexpo.com

AFCOM DFW

August 5, 2 p.m. Anixter 1601 Waters Ridge Road Lewisville, Texas www.afcom.com

. CompTIA Breakaway Conference

August 5-7 Orlando, Fla. breakaway.comptia.org

Next Generation Data Center

August 4-7 San Francisco, Calif. www.ngdcexpo.com

. **AFCOM Central Texas**

August 7, 11:30 a.m. Marie Callender's Restaurant 9503 Research Blvd. Austin, Texas

SHARE

August 10-15 San Jose, Calif. www.share.org

AITP Nashville

August 14, 5:30 p.m. Holiday Inn-Brentwood 760 Old Hickory Road Brentwood, Tenn. www.aitpnashville.org

. AITP Washington, D.C.

August 14, 6:30 p.m. Alfio's Restaurant 4515 Willard Ave Chevy Chase, Md. aitpwashdc.ning.com

Intel Developer Forum

August 19-21 San Francisco, Calif. www.intel.com/idf

ISSA Forth Worth

August 20, 11:30 a.m. The City of Fort Worth Building 275 W. 13th Street Fort Worth, Texas www.issa-cowtown.org

. ISSA Puget Sound

August 21, 5:30 p.m. Olympic Room, Microsoft Main Campus Building 27 3009 157th Place NE Redmond, Wash. www.issa-ps.org

ISSA Baltimore

August 27, 4:30 p.m. Sparta Inc. 7110 Samuel Morse Drive, Suite 200 Columbia, Md. www.issa-balt.org

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PRODUCTS AT WORK

TZO AutoFailover To The Rescue

Real-Time Data Surveillance Warning Firm Relies On Fast Failover & High Availability

by Robyn Weisman

WHEN YOU'RE RESPONSIBLE for monitoring and updating data for major EMS, police, and fire dispatch centers, you can't afford to let their systems fail. "Our software sits out behind our customer's firewall and grabs the data, looks for new calls and changed information, compresses and encrypts it, and sends it to our data centers," says Todd Stout, president of FirstWatch (www.firstwatch.net). "Then our customers log in on the Internet to our

site to view that information, which we also send out by email, pager, and fax alerts."

Originally designed for bioterrorism surveillance after Sept. 11, 2001, First-Watch's hosted solution compares real-time data to geographic and historical trends and provides emer-

gency services personnel with a centralized view of what is happening in the community, Stout says. "In a disaster, there is so much going on. Meanwhile, Grandma has to go through dialysis, and people get in car wrecks. FirstWatch can tell you where you need additional coverage."

With about 80 customers, including organizations such as the fire and EMS services for San Antonio, Los Angeles Fire Department, and Toronto EMS, FirstWatch needed a solution that would do fast, automatic failovers should any of FirstWatch's four data centers or ISP providers fail.

"Our customers are 24-hour businesses," says Stout. "Try to tell a fire chief, paramedic chief, or police chief, 'I'm sorry, but I won't be able to get [your monitoring systems] up until Monday morning.' It won't be acceptable to them."

You Need A Solution To Be A Solution

Despite its large number of clients, FirstWatch has only 11 employees. It does not have the resources to run big server farms, deploy and maintain hundreds of thousands of dollars in systems hardware, or hire a specialist to maintain complex failover architecture. Not surprisingly, however, uptime is one of the primary concerns of FirstWatch's clients, most of whom want to be assured of 99.999% reliability. If your customers average three failovers in a year, you can only boast of 99.999% reliability, even if you're monitoring at one-minute intervals.

"We had done a lot of work in our software so that the Web pages that our customers log into are 'smart.' They use a simple form of Ajax to bring the page up in the



background, and when it loads successfully, it pops into the forefront," Stout says. As long as any failover is under a minute, FirstWatch's customers don't see it. "They don't find themselves staring at a blank page in their dispatch center. No one has to stop taking care of their community to log back into our system to figure out what's going on."

According to Stout, FirstWatch's primary question was how quickly it could know about a hardware problem and fail over reliably so that its smart Web pages could handle the burden without its customers even being aware of it. "It's important our customers have seamless connectivity, but there is no way to actually be uninterrupted because hardware fails and ISP providers fail," says Stout.

Therefore, for FirstWatch's solution to work, it had to find its own failover solution that could supply what Stout calls the "five nines of reliability (i.e., 99.9999% reliability)," given that FirstWatch moves customer data to its own servers and data centers. "We've got to make sure they [customers] always can get to them," Stout says.

Taking A Different Approach

Initially, Stout looked into hardware solutions, but he found them to be very expensive and require specialists to set up and maintain them. "My background is actually in EMS, and so I tend to think about redundancy in a really different way," says Stout. "I don't tend [to] think about having this really fancy box in place. Instead I think, 'If I have this box, I've got to have another one,' which, of course, adds even more to the TCO."

So Stout and company needed to find an effective failover solution they could manage on their own without having to stop working, developing, and selling their solu-

tion, much like their customers needed to be able to access FirstWatch's solution without any hassles. For a while, FirstWatch used a mostly free service. At first, the service was decent, failing over within three to four

minutes, but for whatever reason, perhaps because the service became more popular, failovers started to take anywhere from 10 to 15 minutes. Moreover, because it was a mostly free service, there was no one to call if any problems occurred.

As Stout tried to figure out his company's options, he stumbled onto TZO, which at that point had released its first iteration of AutoFailover (www.autofailover.com). Stout talked with TZO Director of Sales and Marketing Chris Cook and decided to try AutoFailover. "It was a big decision back [in 2003] because we were essentially still a startup. Anything we had to pay out came out of our own pockets," Stout says.

A Partner, Not A Vendor

According to Stout, implementing AutoFailover was really easy because TZO walked FirstWatch through the process. At the time, AutoFailover didn't offer the easy-to-use GUI interface it now has; nevertheless, FirstWatch, with TZO's help, had deployed AutoFailover within a day. "We had some questions, but TZO has great programmers and great customer service, and they made a few adjustments to make sure

we'd fail over quickly, and we were up," says Stout.

Originally, AutoFailover had only primary and secondary failover capabilities, which is all FirstWatch needed at the time. But when FirstWatch upgraded to four systems, TZO upgraded its own systems to handle this increased load. "Now we can have four different ISP, Web server, or database server failures, and [the AutoFailover] system will detect and fail over to the second, then the third, then the fourth. Our customers never know the difference," says Stout.

Stout says that AutoFailover has worked better than he had expected. He believes that the people at TZO actually care about FirstWatch's business and its success and have treated Stout and company like partners. "Once I had ISP concerns, and they didn't immediately go, 'Oh, that's your ISP,' and leave us hanging. Instead they jumped in and solved the problem," he says.

"As busy as they are, they have implemented enhancements and features we really needed because not many companies have four complete levels of failover and manage them in such a picky way," Stout continues. "They've always been really collaborative with us. I don't hesitate to say, 'Here's my problem. What do you think?' because they usually have some great input."

Within the next six to 12 months, First-Watch plans to set up a secondary network data center identical to its primary one so that it is no longer located in its corporate offices. At that point, Stout says, First-Watch plans to take advantage of TZO's load-balancing solution, as well.

TZO AutoFailover

Hosted Web-based solution that provides servers with automatic failover and high availability protection that includes browser-based controls, multipoint protocol monitoring, and immediate notification via text message, cell phone, email, and other means

"Now we can have four different ISP, Web server, or database server failures, and [the AutoFailover] system will detect and fail over to the second, then the third, then the fourth. Our customers never know the difference," says Todd Stout, president of FirstWatch (www.firstwatch.net).

(978) 433-6865 www.autofailover.com

SECURITY JULY 18, 2008

High-Performance Security

WIN Enterprises' PL-60760 Series Secures A Variety Of Networking Applications

EFFICIENT AND EFFECTIVE networking of devices, offices, and employees is vital to the success of any business, but it must also be secure. Getting a host of secure networking options in one package goes a long way toward that goal. The PL-60760 series of network security appliances from WIN Enterprises sports a bevy of features all packed into a 1U rackmount form factor.



The PL-60760 platform is ready-made to be deployed for applications such as IDS/IPS, firewalls, VPN gateways, NACs, and UTM (unified threat management). The time-to-market is designed to be as short as possible, so OEMs can put the appliance to use quickly.

Features of the PL-60760 appliance include four GbE ports with optional bypass options; four 10/100 Ethernet LAN ports; and a port each for USB, RS-232, and Mini PCI. System memory can be configured up to 4GB via DDR2 sockets. The device also has two PCI-X slots, a 16x2 LCM display, a four-button keypad, and an easily removable cover. The PL-60760 also sports one E-ATA and two SATA connectors and CompactFlash types I and II and operates on the Intel Socket 479 Core 2 Duo/Core Duo processor with the Intel 3100 chipset.

Supported operating systems for the PL-60760 include Windows 2003/XP/XP Pro/Vista as well as Linux distributions including Fedora/8, Redhat Enterprise Linux 5, and Cent OS 5.

Available configurations include the PL-60760A and PL-60760B. The former has four GbE Copper interfaces, while the latter has four SFP ports. There is also a control board version, the MB-60760, which also has four GbE and 10/100 LAN ports.

They can be customized to specifications and feature customer-specific bezel designs.

WIN Enterprises PL-60760

PL-6076A: \$617; PL-6076B: \$766

A network security appliance with short time-to-market that can be customized for OEMs

(978) 688-2000

www.win-enterprises.com



Messaging & Telephony

JULY 18, 2008

NETWORKING & VPN

Eliminate PBX Headaches

Replace Your Traditional Hardware PBX With The Feature-Packed 3CX Phone System For Windows



3CX Phone System includes a Web-based interface for configuration and presence status notification.

BREAK FREE FROM proprietary phone systems and move up to an open standard IP-PBX that increases employee productivity and costs less. Enable staff mobility with calls that can be made and answered seamlessly from outside the office and voicemail and faxes received via email. Globalize your business by connecting branch offices and redirecting local customer service numbers via the Internet to your phone system at negligible cost.

3CX Phone System for Windows is a software-based IP-PBX that replaces a proprietary hardware PBX. It supports most SIP phones, VoIP gateways, VoIP service providers, and PSTN phone lines. It is easy to manage as it integrates well with Windows network infrastructure.

The advanced phone system supports call switching, routing, and queuing; scalability to unlimited extensions and phone lines; easy management with Web-based configuration and presence status indication; unified messaging; auto attendant; and configurations for many VoIP providers. The new version also ships with call conference rooms, Windows 2008 support, paging/intercom, and other features.

3CX Phone System comes in four editions, all supporting an unlimited

number of extensions. The Free edition can handle eight simultaneous calls; the Small Business edition supports up to eight; the Pro up to 16; and the Enterprise up to 32. Commercial editions have an extensive feature set, and call capacity can be expanded with upgrade packs.

3CX Phone System Version 6.0

Free edition available; Small Business Edition starts at \$595

Software-based IP-PBX phone system with call switching, routing, queuing, and many other features

(989) 732-8856

www.3cx.com

Super Network Management

Entuity's EYE Can Increase Effectiveness & Productivity



At a glance, IT staff can view the status of the network from the Eye of the Storm dashboards.

TO DRIVE PROFITABILITY, today's networks must offer configurations and architecture that support a broad range of initiatives for business service management and service delivery. Entuity's Eye of the Storm (EYE) is a network management tool that dispenses the information IT operations personnel need to sustain real-time business imperatives, optimize the capacity and performance of network resources, and support the variety of operating systems within an organization. The newest release, EYE 2008 Service Pack 2, adds a number of features.

EYE 2008 SP2 includes support for current heterogeneous devices, including the Cisco SSL Proxy module and client

support on Windows Vista. To help network managers and architects visualize and author network topology in a geographical content, the new EYE software suite includes an EYE Connectivity Viewer to add background images and export maps in Microsoft's Visio format. The new features let IT staff superimpose network models or troubleshooting diagrams over maps or schematics.

JULY 18, 2008

EYE 2008 SP2 also features expanded router protocol awareness that lets EYE automatically discover HSRP-active routers and their peers, collect performance data, present reports, and deliver alerts on operational anomalies and thresholds. The real-time reports and alerts let IT staff proactively optimize the operation of high-availability networks. With scriptable device renaming, EYE 2008 SP2 helps automate workflows to fit the strategies of network admins and power users.

Entuity Eye of the Storm

Starts at \$50,000; current customers get SP2 free

Helps IT staff increase productivity by automating processes for business service management

(800) 926-5889

www.entuity.com



NETWORKING & VPN

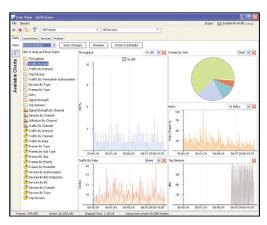
JULY 18, 2008

SECURITY

JULY 18, 2008

Protect Against Wireless Threats

AirDefense Enterprise With Live View Offers Administrators A Real-Time View Of Network Activity



Live View uses charts and graphs to show network activity.

SECURITY IS ONE OF the most important issues facing any company. As a wireless intrusion prevention system, AirDefense Enterprise provides protection against wireless threats; monitors for policy compliance, performance, and troubleshooting; and features location tracking. Enterprise combines with wireless VPNs, encryption, and authentication systems for protection against wireless threats and unauthorized devices.

Live View is the newest addition to Enterprise. It provides IT admins a real-time view of wireless network activity. With immediate access to network information, administrators can quickly

troubleshoot problems. With a configurable dashboard, device connectivity mapping, and frame capture/ analysis, Live View can help locate and solve network issues and then verify a problem has been resolved.

With Live View, technicians can view issues remotely and correct them, without needing to visit remote locations to solve problems.

AirDefense Enterprise features accurate and comprehensive detection of threats and attacks against network systems. It minimizes legal and financial liabilities because it

complies with regulatory standards. And, with the mobile workforce protection feature, mobile workers can rest assured they are secure when traveling.

AirDefense Enterprise with Live View

Starts at \$7,995 (Live View is available free to existing customers)

A wireless IPS that protects against wireless threats and monitors for compliance

(877) 220-8301

www.airdefense.net



Protect Online Apps

Imperva SecureSphere Web Application Firewall Helps Businesses Protect & Monitor Sensitive Data



WEB APPLICATION ATTACKS can produce devastating results ranging from high-profile data breaches to brand damage, lawsuits, and fines.

The Imperva SecureSphere Web Application Firewall is an accurate, effective Web application firewall. The SecureSphere WAF protects online applications against sophisticated application-level attacks such as SQL injection and cross-site scripting, prevents theft and leakage of data from online applications, and meets the PCI DSS (Payment Card Industry Data Security Standard) section 6.6 application security requirement.

The SecureSphere Web Application Firewall helps businesses better protect and monitor their applications and sensitive data. Imperva's Dynamic Profiling technology automatically builds a model of legitimate behavior and adapts to application changes over time, keeping SecureSphere's application defense up to date and accurate without manual configuration or tuning.

Deployed in minutes with no changes to the existing infrastructure, SecureSphere protects and monitors the complete application stack from the individual application to the server and network. Imperva's Transparent Inspection technology delivers multigigabit performance, submillisecond latency, and options for high availability that meet the most demanding data center requirements. For large-scale deployments, the SecureSphere MX Management Server centralizes and streamlines configuration, monitoring, and reporting.

The SecureSphere Web Application Firewall leverages multiple inspection layers and security defenses to provide the highest level of protection.

Imperva SecureSphere Web Application Firewall

Starts at \$17,500

Protects online applications against sophisticated attacks such as SQL injections

(650) 345-9000

www.Imperva.com





1U Server - ASA1401i

1 CPU, Intel Quad Core Xeon 5310, 1.6GHz 8MB 1GB (2X512MB) 667MHz FBDIMM Installed, 1X 80GB SATA II 7200 RPM Installed, Max - 4TB. 1X 4 Port SATA II RAID Controller Installed. 1U rackmount Chassis, 560Watt PS. 4 Drive bay, Rails Included. Price Starting at: \$1265/-



2U Server - ASA2121i

1 CPU, Intel Quad Core Xeon 5310, 1.6GHz 8MB 1GB (2X512MB) 667MHz FBDIMM Installed, 6TB (12X 500GB) SATA II Installed, Max - 12TB. 1X 12 Port SATA II RAID Controller Installed. 2U Rackmount Chassis, 500Watt Redundant PS. 12 Drive bay, Rails Included. Price Starting at: \$4275/-



3U Server - ASA3161i

1 CPU, Intel Quad Core Xeon 5310, 1.6GHz 8MB 1GB (2X512MB) 667MHz FBDIMM Installed, 8TB (16X 500GB) SATA II Installed, Max - 16TB. 1X 16 Port SATA II RAID Controller Installed. 3U Rackmount Chassis, 800Watt Redundant PS. 16 Drive bay, Rails Included. Price Starting at: \$4995/-



5U Server - ASA5241i

1 CPU, Intel Quad Core Xeon 5310, 1.6GHz 8MB 1GB (2X512MB) 667MHz FBDIMM Installed, 12TB (24X 500GB) SATA II Installed, Max - 24TB. 1X 24 Port SATA II RAID Controller Installed. 5U Rackmount Chassis, 930Watt Redundant PS. 24 Drive bay, Rails Included. Price Starting at: \$7345/-



8U Server - ASA8421i

1 CPU, Intel Quad Core Xeon 5310, 1.6GHz 8MB 1GB (2X512MB) 667MHz FBDIMM Installed, 2X 80GB SATA II 7200 RPM OS drives Installed 20TB (40X 500GB) SATA II Installed, Max - 40TB. 2X 12 Port & 1X 16 Port RAID Controller Installed. 8U Rackmount Chassis, 1300Watt Redundant PS. 42 Drive bay, Rails Included. Price Starting at: \$12735/-



ASA7301&ASA7302-X2U-ST2 Blade Server

7U rack-optimized enclosure, holds 10 blades 3+1 redundant 4200W or 6000W or 7500W Price Starting at: \$4050/-

For more details please call



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Messaging & Telephony

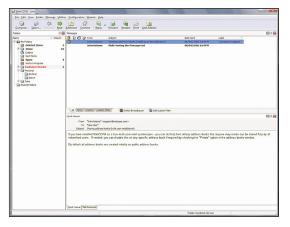
JULY 11, 2008

NETWORKING & VPN

JULY 11, 2008

Handle Multiple Users & Email Addresses

InterVations' MailCOPA Email Software Simplifies Email



InterVations MailCOPA updates all shared email users in real time, displaying critical message information.

CHECKING VARIOUS EMAIL addresses of co-workers or looking through your own accounts can often be a time-consuming burden. InterVations MailCOPA v. 9 is a multiuser email program for Windows that can help you manage multiple email addresses. If you have a team of employees using multiple email addresses on multiple computers, MailCOPA ensures that all emails are secure, stored centrally, and available immediately to the people who need to access them.

MailCOPA can bring together each employee's emails from multiple accounts and make it easy to share emails across the network. MailCOPA lets a

team of employees answer messages without the risk of emails being answered multiple times by different workers. MailCOPA updates all shared email users in real time, displaying information about which messages have been opened or replied to. The program provides a simple, efficient way to manage help desk tickets, technical support requests, and any information stream from clients and prospects.

The interface is customizable, and you can create macros and templates to personalize corre-

spondence. Messages can be threaded for easy viewing or locked to ensure they won't be deleted.

InterVations MailCOPA

Starts at \$39.95 for a five-user, single machine license; 30-day trial version available

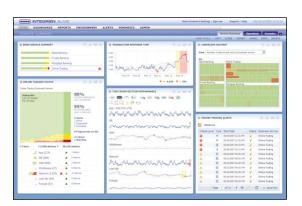
Manages multiple email addresses, ensuring emails are secure and centrally stored

(508) 833-1660



Monitor Infrastructure Intelligence

Get The Most Out Of Your Applications With Integrien Health Check



Integrien's Health Check service provides a summary of transactions, trading, and tier cross-section performance.

TO EFFECTIVELY MONITOR the progress of applications and services, enterprises must determine where internal issues originate. Integrien offers a new systems management service for this purpose: Integrien Health Check.

Health Check uses the data center operations solution Integrien Alive to access historical data and analyze business performance. Companies are first required to provide 60 to 90 days of past infrastructure data. As Health Check deciphers the causes of brownouts and outages, it captures models of problematic behavior so companies can identify recurring bad patterns. Through Health Check's insight

into the "heartbeat" of a specific application, users can observe how applications are performing based on static threshold results.

To understand the association between business performance, user experience, and IT communications, Health Check employs an advanced correlation method to develop a PMDB (Performance Management Database). A PMDB analysis includes the following reports: application behavioral analysis report, "top influencers" report,

and a root cause forensics report. This database can supply crucial information regarding the interrelation of infrastructure components, enterprise operations, and user practices.

Integrien Health Check

Application service that pinpoints IT performance

\$35,000

(949) 788-0555 x 2200

www.integrien.com



STORAGE **JULY 11, 2008**

Multiplatform Migration

Ease Migration Pains With PlateSpin's PowerConvert Version 7.0

EFFICIENCY IS KEY in any data center, but it can be difficult to achieve when you need to move and rebalance workloads among different types of environments and platforms, a need PlateSpin addresses with PowerConvert Version 7.0.

PowerConvert Version 7.0 is designed to operate in a heterogeneous environment to simplify the management of server workloads. Version 7.0 increases support for Red

Hat Enterprise Linux, 64-bit Windows Server, and Citrix XenServer environments, as well as

image-based disaster recovery capabilities and improvements to migration speed for large-scale deployments.

Support for Linux migrations includes P2P (physical-to-physical) and V2P (virtual-to-physical) capabilities. P2V (physicalto-virtual) is supported for 64-bit Windows environments, and Citrix support includes

> X2P (anywhere-to-virtual) and V2I (virtual-to-image). PowerConvert's incremental imaging enables users to import and export images from a repository of server workloads, improving backup and disaster recovery and reducing costs.

With a drag-and-drop interface, users can remotely decouple workloads from a server and stream

them to another host, physical or virtual. In essence, PowerConvert is designed to enable users to maintain service-level requirements by optimizing and relocating workloads quickly.

Also new is improved transfer speed for workload migrations partially courtesy of Server Sync, which offers testing capabilities that can be done over a variety of network types to reduce downtime and maximize migration integrity.

PlateSpin PowerConvert Version 7.0

Per-use license (one-time license): \$175 Per-workload license (perpetual use): \$425

Provides support for migrations across a variety of different environments and platforms

(877) 528 3774

JULY 4, 2008

www.platespin.com



STORAGE

Hard Drive Destruction With No Caveat

Verity Systems' VS7000 Hard Drive Destroyer **Prevents Data Theft**

THE DISPOSAL OF computers requires careful forethought; not only should electronics be disposed of in an environmentally friendly manner, but obsolete hard drives often contain sensitive data. Simply tossing an old hard drive in the trashcan is not effective disposal; anyone can retrieve the

drive and access the data it contains, even if all the files on the drive have been deleted and erased. Leaving data on

a discarded hard drive is unwise for any computer user, but it can be disastrous for a

business. Physically destroying a hard drive is a surefire way to ensure that no data can ever be mined from a particular device.

The Verity Systems VS7000 Hard Drive Destroyer is specially designed to render a hard drive completely useless. It's completely self-contained, needing only a minimal amount of hand cranking to operate; this makes it particularly useful if a situation arises wherein expeditious disposal is necessary but electricity is unavailable.

The VS7000 can destroy any standard hard drive or laptop drive in less than 15 seconds with only eight turns of the hand crank. A special ratcheting feature makes destroying multiple hard drives simultaneously or crushing especially resistant hard drives a minimal effort.

The VS7000 works by pressing down on a hard drive, bending it approximately 90 degrees. In doing so, the platters are bent and the heads, motor, and circuit boards are damaged, rendering the drive useless and the data unrecoverable.

Verity Systems

\$4,125

Manual, portable device that physically destroys hard drives to prevent data theft

(800) 642-5151

www.veritysystems.com



SECURITY JULY 4, 2008

Restore Access To EFS-Encrypted Files

Advanced EFS Data Recovery Decrypts Protected Files

MICROSOFT ENCRYPTING File System (EFS) is an integral part of Microsoft Windows operating systems that enables users to protect their files against unauthorized access.

The EFS appears transparent to the user, providing on-the-fly encryption and decryption of data with strong cryptographic algorithms.

The ease of use and transparency to the end user creates a false impression of impeccability of the Encrypting File System in the eyes of users, who often forget about the encrypted files when they reinstall Windows or transfer a disk into a new, upgraded computer.

Elcomsoft Advanced EFS Data Recovery decrypts the protected files and works in all versions of Windows 2000, XP, 2003, Vista, and Windows Server 2008. The recovery is still possible even when the system damaged or can't be booted, or when some encryption keys have been tampered with.

Advanced EFS Data Recovery quickly and efficiently decrypts files protected with EFS. Scanning the hard disk directly sector by sector, the program locates the encrypted files as well as the

available encryption keys and decrypts the protected files. The direct access to the file system allows Advanced EFS Data Recovery to recover encrypted files in the most difficult cases, even if the disk with data is only available without a valid user account to log in into system or other simi-

lar scenarios. With Advanced EFS Data Recovery, instant access to EFS-protected files is often possible. Supplying a valid password to the user account (or a previously used password) or an account that serves as a data recovery agent (Administrator account by default) can often provide on-the-fly decryption of the protected files.

Elcomsoft Advanced EFS Data Recovery

Standard \$149; Professional \$299

Restores access to EFS-encrypted files

+7 495 974 1162

efs.elcomsoft.com

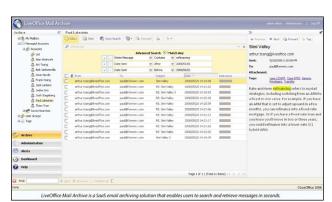


Messaging & Telephony

JULY 4, 2008

Convenient Mailbox Management

Email Archiving For Enterprises Of Any Size



IT and HR can conduct an advanced Mail Archive search of user accounts by message, date, and content.

REGARDLESS OF A business' size, forwardmoving organizations must respond to the increasing volume of emails filling user inboxes. Email archiving is a necessity for maintaining an efficient exchange of information, but this can become a challenge when IT resources are limited.

LiveOffice Mail Archive offers an archiving, compliance, and e-discovery solution for customers who want to minimize storage costs yet protect their organization at the same time. This SaaS platform uses Web 2.0 along with cloud computing to execute quick search and

Through full compliance, LiveOffice Mail Archive enables companies to centralize and search the email repository, as well as identify user misconduct within individual messages. Unlimited mailbox storage gives users the ability to view and recover both archived messages and attachments. Discovery provides rapid search response and communication protection.

LiveOffice Mail Archive SaaS is designed

to help IT simplify archive management strategies and secure email data without placing a burden on internal finances.

LiveOffice Mail Archive

Cloud storage archiving platform for streamlining user emails

\$8 per mailbox, per month; includes unlimited storage and personal archive access for end users

(800) 251-3863

www.liveoffice.com



Biometrics: Product Buying Guide

Tips On Sorting Out Biometric Choices To Find The Right Ones For Your SME

by Elizabeth Millard

If YOUR SMALL TO MIDSIZED enterprise has decided to implement biometric products and technologies into the security mix, the next step is to begin purchasing. But that can feel like a big leap, given the array of different products available, touting everything from physical access control to software lockdown measures. Here are some tips on evaluating products to keep a shopping spree from feeling too overwhelming.

What's Your Flavor?

Biometrics, as a term, is often defined as the use of physiological or behavioral characteristics to determine or identify an individual's identity.

True to their names, physiological systems make use of measuring a part of the human body, such as a fingerprint, while behavioral systems are based on the action a person takes, such as keystroke patterns or voice modulation.

All biometric tools follow the same general process of enrollment, comparison, and identification, says Brent Dietz, director at AuthenTec (www.authentec.com). Choosing one type over another is largely a matter of goals and preferences. Some companies, such as financial institutions, might try to integrate both types—for example, using retina scanning for high-security data

Most Important Consideration: Think About Integration

Because companies already have security controls in place, very few would be willing to rip out everything and replace their strategies with biometric-only controls. And they shouldn't; biometrics can't substitute for every type of security measure. With that in mind, the most important part of buying new products is to look at how they integrate with what's already in place.

"There's no magic bullet or single factor that can secure everything," says Matt Shanahan, senior vice president at AdmitOne Security (www.admitonesecurity.com). "For that reason, you'll need a multifactor solution that can provide access and not be intrusive to users." To implement a stronger strategy, talk to vendors and ask about how they play with others, especially any products that are particularly well-represented at your data center.

STORAGE

center areas but voice recognition for more trafficked areas.

Keep Users Comfortable

Not everyone would be happy starting the day by looking into a scanner and having a red light sweep across his eyes. Although scanners are harmless, consideration for user comfort should come into play when making purchasing decisions.

"What's intrusive sometimes depends on the user," says Matt Shanahan, senior vice president at AdmitOne Security (www.admitonesecurity.com). "If a system requires me to use the fingerprint reader to log on to every application, that feels intrusive. But to log on once at the beginning of the day would be fine."

"User comfort" can also cover other issues, such as the amount of training time needed and whether users can be assured that the biometric technology will maintain privacy.

"Privacy is an increasingly important topic for consideration before implementing a biometric system," says Dietz. "Concerns over 'Big Brother' types of surveillance stemming from biometric usage can be problematic."

Dietz suggests that SMEs choose systems that don't use a large database of biometric templates but instead leverage biometric matching at the client level. If users know that the information spread is very limited, and that database breaches wouldn't expose personal information, their privacy concerns could be reduced.

"Even skeptical users will be accepting of biometric technology if they are given control and ownership of their biometric template," Dietz adds. "User education is an important factor in reducing concern of the use of biometric technologies and personal privacy."

Easy On IT, Too

Giving users what they want is vital, but that doesn't mean that IT should be spending all the time on the backend to tweak the system or maintain it constantly.

"You should be looking for a solution that has standard interfaces, without any extra work to make it happen," says Terry Wheeler, president of Identica (www.iden ticacorp.com). "In IT, you want to be able to integrate it out of the box."

Biometrics is often put in place to bolster security, but it should also be seen as a way to save time—for example, reducing bottlenecks at access doors or the time spent logging into applications. That time efficiency should also extend to IT, Wheeler notes. "Biometrics should make a data center manager's life easier, not more difficult," he says.

Part of being better for IT is also finding products that are kind to the budget. With the competition in the market, there are numerous biometric products at affordable prices, but Shanahan notes that cheap doesn't always mean budget-friendly. If IT is spending more time on user education or maintenance of a system that produces many false negatives, it may be more costly than it first seemed.

"Determine what's cost effective, in terms of productivity," he says. "Some products may also seem affordable, but then you find out you have to buy new devices for every desktop, and that turns out to be expensive." He advises that SMEs consider not just the price tag but costs at every level.

Testing, Testing

Much like other technology purveyors, biometric vendors often extend a free trial period for trying out a product or service, and IT departments shouldn't limit these tests only to the technology department, Dietz notes. "Test different vendors' systems under real-world circumstances and don't simply assume that all types of one biometric technology will perform equally," he says.

For example, he points out, just within the category of fingerprint biometrics, there are multiple scanning technologies, matching algorithms, and software applications, and these can all have an impact on a system's overall performance, security, and usability.



According to Brent Dietz, director at Authen-Tec (www.authentec.com), here are a few handy factors to keep in mind when comparing biometric products:

Circumvention: The ability to fool or spoof a system with a nongenuine biometric sample

Ease of Use: Indicated by the time and general use for an individual interacting with a biometric system

Intrusiveness: How easy it is to acquire a biometric for measurement with minimal user interaction

Reliability: Measured by the false reject rate, or the rate at which an enrolled user is not accurately identified

Security: Typically measured by the false accept rate, or the rate at which a nonenrolled individual is incorrectly matched to an enrolled individual

Manage Archived Data

Navigate Your Information Stores With B&L's Archived Data Manager



THE ABILITY TO effortlessly search for a single piece of information amid a sea of data is a dream come true for many organizations. With simple organization in mind, B&L Associates has created ADM (Archived Data Manager), a Web-based application that combines historical backup catalogs and organizes them for easy access and management of offline archived data.

Using B&L's patent-pending data extraction technology, ADM can quickly load a server's backup catalog from popular tape backup solutions, including Symantec's Veritas NetBackup, EMC's Legato NetWorker, CA's ARCserve, and HP's Omniback II and Data Protector. ADM features a simple view of a company's backup catalog information and an easy method of searching files by backup

application, backup sever, backup client file name, date/time, and expiration date.

B&L highlights ADM's compliance with the amendments to the Federal Rules of Civil Procedure regarding historical backup data. ADM's file-level search makes file discovery quick and easy, which reduces the amount of tapes sent out for content indexing. In accordance with other state and federal laws, ADM features alerts to archived files that are ready for expiration, letting organizations quickly reduce their historical data and avoid related liabilities.

ADM features vast accessibility; once Archived Data Manager has been installed on one computer, it can be accessed from any computer with an Internet connection, making enterprisewide use possible. Other features include rapid data extraction, enabling ADM to load a server's backup catalog into the ADM database without interrupting normal business procedures.

B&L Archived Data Manager

Provides a single view of backup catalog information and an easy way to organize and search for files

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JULY 4, 2008

Biometrics In The Enterprise

Continued from Page 1

Similarly, point-of-sale or bank teller systems are increasingly using biometric identifiers in preference to usernames and passwords to enable employee access to cash drawers or financial applications. Aside from enhanced security due to biometric products' inherent resistance to password theft, Fulton says that a key benefit is their ease of use. "They're as easy to use as an enter key," he says. "Everyone knows how to use their fingerprint."

A financial business dominated by SMEs that Geoffrey Turner, senior analyst at Forrester Research, sees adopting biometrics is check cashing and payday loan companies. In that scenario, the companies aren't using biometrics as an authentication mechanism but rather for fraud prevention by establishing positive, irrefutable customer identification.

Physical Security & Office Applications

Biometrics technology has an inherent strength in what Schneier terms "closed loop" applications, in which an individual's identity is verified locally at the point of use or access. The quintessential example he cites is building access control—allowing access to a facility or secure rooms—in which a biometric signature replaces a magstripe ID card or electronic keypad with shared access codes.

Transportation, particularly air travel, is perhaps the industry with the broadest adoption of biometrics, according to Turner. He says that international air carriers are increasingly collecting fingerprints to speed frequent travelers through security checkpoints and the boarding process. Turner notes that the federal government is driving the collection of biometric data through the new e-passport. However, third parties will increasingly use these biometric IDs to verify customer identity because, he says, the government is opening up its authentication system to allow use of the e-passport data. Turner also sees further use of government-issued biometric IDs as states begin to issue so-called Enhanced Drivers Licenses containing facial scans that comply with the REAL ID Act.

As far as biometrics in the standard workplace setting, the typical office worker's most frequent use of authentication involves logging in to a PC and various network resources using his Windows username and password. Microsoft (www microsoft.com) has long supported biometric authentication, but until recently, fingerprint scanners have been scarce enough to inhibit wide-scale adoption.

DigitalPersona's Fulton notes that many enterprise-class notebooks now include an embedded scanner and that the nominal cost of biometric hardware—just a few dollars, in his estimation—puts it within the range of most SMEs. Fulton says the convenience, added security, and ease of implementation are advantages driving companies to adopt biometric Windows logon. The use of biometrically accessed password vaults, essentially a local encrypted database of usernames and strong passwords for Web sites and application, is another application in

Biometric hardware is now a viable alternative to traditional forms of identification.

which Fulton sees customers turning to biometrics.

Emerging Applications

Cryptography experts such as Schneier caution, however, that using biometrics for network authentication is subject to a number of attacks because, in essence, a digitized biometric ID is merely a binary string of ones and zeros just like any other password that can potentially be captured and replayed. Forrester's Turner notes that for this reason, using biometrics for network authentication, such as Windows logon or VPN access, usually entails augmenting them with a local smart card or key fob containing digital certificates, a PKI system, and encrypted network sessions.

While Schneier points out some inherent technical challenges of using biometrics for network authentication, Fulton sees biometrics as a natural enhancement to existing two-factor authentication systems for VPN access. Yet biometrics isn't a replacement for tried-and-true public key cryptography but merely a replacement for passwords to local databases.

As Schneier says, "Biometrics are powerful and useful, but they are not keys. They are useful in situations where there is a trusted path from the reader to the verifier." He adds, "Biometrics work great only if the verifier can verify two things: one, that the biometric came from the person at the time of verification, and two, that the biometric matches the master biometric on file." In sum, SMEs can use biometric products for authentication to local closed systems, but when expanded to network applications, they are only effective in conjunction with tested PKI systems.

Biometric hardware is becoming so inexpensive and ubiquitous that it's now a viable alternative to traditional forms of identification, such as magnetic stripe cards or usernames and passwords. Yet Forrester's Turner finds that perhaps the biggest

Advantages Of Biometric Applications

Biometrics are a convenient and secure means of replacing passwords or PINs that provide positive, irrefutable identification.

Strong Passwords—Made Simple By Fingerprints

- Make complex, frequently changed passwords easy
- Eliminate password reset burdens on help desk
- Prevent sharing of passwords, social engineering attacks

Easy Multifactor Authentication

- Boost security for logon to Windows, Web, Citrix, and legacy apps
- Simplify provisioning; use fingers instead of passwords
- Reduce IT burdens; fingers don't get lost, forgotten

Transaction-Level Accountability

- Instead of repeatedly asking user for identity, use biometrics
- Fingerprints are fast and effortless—ideal for repeated use
- Fingerprints provide irrefutable "proof of presence"

SOURCE: DIGITALPERSONA – FINGERPRINT IDENTITY SOLUTIONS SLIDE DECK

barrier to increased adoption of biometric authentication is user resistance; many people still associate biometrics with Big Brother invasions of privacy.

While biometric products are undeniably convenient and can offer stronger security than passwords, in network applications users cannot use them in isolation. The most promising applications for biometrics for most SMEs are in access control to facilities, point-of-sale systems, or secure customer identification.

When Hard Drives Hit The Wall

Continued from Page 1

Common Causes

There are a variety of reasons hard drives fail, the most common being physical—vibration, heat, static electricity, and power surges.

Floating only a micron above the platters where the data is stored, the drive heads can easily be offset by sudden jarring movement or ongoing vibration, thus leading to a limited lifespan of the hardware.

The concern for keeping data centers cool is valid considering that overheating can lead to the destruction of the delicate electronics contained within the drives. Analyst Brian Garrett, technical director for the Enterprise Strategy Group Lab (www.enter prisestrategygroup.com), explains that a sudden change in temperature, such as when a faulty air conditioner is fixed after a hot weekend and quickly cools the data center, can also result in drive failures.

Static electricity can damage the electronics contained in a drive's circuit board, which is why drives (as well as other electrical components) are shipped and stored in specialized wrapping designed to protect against static electricity. Similarly, power surges can also damage the internal electronics leading to drive failure.

DeepSpar has also found that drive failures can occur due to out-of-date, corrupt, or buggy firmware.

The Cost Of Failure

Regardless of whether the nonfunctioning drive is in the receptionist's desktop or one of the many blade servers in the data center, there are tangible costs with hard drive failures. Organizations that regularly back up critical drives will only be faced with the cost of replacing the physical drive and minor loss of productivity; however, when a drive crashes on a system containing mission-critical data or applications that are not mirrored

or archived, enterprises should be prepared to spend hundreds, if not thousands, of dollars to recover the data in a timely manner.

"Our calculations indicate that, on average, a single data loss incident will cost an organization \$2,900, the majority of which is measured as lost productivity," write David Smith and Michael Williams, both with Pepperdine University's Graziadio School of Business, in their whitepaper for DeepSpar Data Recovery Systems.

"Failures can be very expensive," says Bianca Schroeder, a post-doctorate scholar at Carnegie Mellon University who is studying hard drive failure rates and setting up a public repository for information on drive failures for future research. "Up to 50% of total cost of ownership [is] spent [on] avoiding failures and recovering from failures."

The financial ramifications of a drive failure—the cost of the drive, time spent to repair, and lost productivity—can be minimal or ruinous for those who fail to routinely back up critical data and must turn to professional data recovery specialists who will charge up to \$100 for an evaluation and as much as \$4,000 to recover the lost data with priority services. From its research, Deep-Spar calculated the cost of drives sent to data recovery specialists averaged \$1,150.

However, there are numerous commercially available software packages and even online services that allow organizations to perform basic data recovery in-house. In this instance, DeepSpar put the cost at approximately \$350, which only includes the IT personnel's time, not the cost of the software.

Regardless of the route—professional services or in-house—there will be financial losses associated with lost productivity.

Prevention

By instituting a few simple practices, enterprises can extend the useful life of hard drives and mitigate failures.

Warning Signs Your Hard Drive Could Be Failing

It's unlikely that your failing hard drive will send you a message letting you know it's having problems. As such, here are a few signs that may indicate a possible hard drive failure.

- The hard drive is making a clicking sound.
- The computer system freezes to the point of requiring a reboot in order to access the system. Microsoft Windows systems may offer the dreaded Blue Screen of Death.
- Saved files mysteriously disappear.
- Repeated lock-up during the boot sequence.
- Performance degradation, especially during saving and opening files.

Be certain to keep computers at constant acceptable operating temperatures and minimize vibration. For organizations that continually ship or move computers, consider removing the hard drives from the cases and transporting them in shock-proof containers. When handling hard drives, be certain to take precautions against static electricity damage; for example, touching a grounded metal object, such as a metal tabletop or doorknob, prior to handling the drive will discharge static electricity.

Minor power fluctuations as well as spikes can cause damage to hard drives. A small investment in surge protection can preempt expensive repairs.

Most importantly, enterprises should be sure to back up their data as often as possible so that when the inevitable hard drive failure happens, data loss will be minimal.

When A Hard Drive Fails

Deepspar Data Recovery Systems (www.deep spar.com) offers the following advice for when hard drives fail.

- Unplug the computer and remove the drive. If a backup of the data on the drive is not available but the data is not mission-critical, IT may try using a commercially available data recovery product. If the information stored on the drive must be recovered in order to maintain business continuity, send the drive immediately to a professional data recovery service.
- If the drive failure can be pinpointed to file system problems such as malware or a
- corrupted operating system, commercial data retrieval software may be able to recover the data in-house.
- Do not attempt to open a drive case anywhere other than a clean room environment.
 Do not attempt to exchange the printed circuit
- board from a functioning drive to a nonworking drive.
- Never try to "repair" bad sectors or to read data from bad sectors by using data retrieval software on a failing drive. This will result in overwriting the existing data.
- In the event of physical damage due to fire or water, never power up the computer.

Bringing In Biometrics

Examining The Process Of Integrating Biometrics With Existing Security

by Christian Perry

MANY ORGANIZATIONS, particularly in the small and midsized enterprise space, have worked hard to create reliable, efficient security architectures. However, biometric technology is advancing so quickly that enterprises can no longer ignore its potential benefits, even with the potential that this burgeoning technology could disrupt their delicate security environments.

But those concerns, experts say, aren't necessary. "Implementing biometrics does not require a great deal of changes within

Integration Plan

The process of integrating biometrics with an existing security architecture generally isn't terribly complicated, but it does require a plan of attack. David Ting, co-founder and CTO of Imprivata (www.imprivata.com), offers the following advice.

- Choose the system. The selection process can involve some limited testing within the organization.
- 2. Set up management and policy. To configure the centralized management components and define policy settings, the administrator sets parameters for users (who has access to what) and the system itself (for instance, shutting off access after a configurable number of attempts). In most instances, an SME will have an existing user directory that it can leverage for user information, but if a directory of current users doesn't exist, it will likely need to create one.
- 3. Install reader devices. For example, if the organization is connecting biometrics to computer/network access, each workstation intended to implement finger biometric authentication must be equipped with a fingerprint scanner. This can be an embedded or USB-connected device that is attached to the local computer and contains a scanning area on which the user swipes or places the pad of the fingertip being scanned.
- 4. Enroll individual users. Users who will be authorized for biometric authentication need to enroll their finger or eye to give the database data to store and compare against each biometric scan.

the organization," says David Ting, cofounder and CTO of Imprivata (www .imprivata.com), which develops enterprise

authentication and access management products. "In fact, in most cases, the system can be implemented right on top of an existing security infrastructure and utilize any available user directory or database for user information."

In today's world, physical security is becoming increasingly crucial as intruders devise more sophisticated methods for infiltrating organizations. Ac-

cording to Ting, personal identification is a necessity, and the ability of a biometric security system to verify user identity by comparing the behavioral or physiological trait possessed by the user to a previously stored sample of the trait can allow that identification.

Smooth Sailing

There's no denying that biometrics can boost security, but at what cost to an existing security architecture? For Bill McQuaid, assistant vice president and CIO at Parkview Adventist Medical Center in Brunswick, Maine, the biometrics implementation process was smooth and painless. McQuaid's IT organization already had a good handle on its infrastructure—and was already up and running on Microsoft Active Directory—so bringing users into the fold was seamless.

"We decided to install biometrics and upgrade our security system at the time our nursing staff was moving towards full online clinical documentation," McQuaid says. "The goal of the biometrics implementation was to fill in any security holes we thought existed in our infrastructure. At the same time, we saw an opportunity to make documentation and signing in and out of applications and files less complex by installing a single sign-on solution."

Integrating the chosen solution with Parkview's existing security system was a quick process, McQuaid says. Major changes weren't necessary, but IT personnel did spend time getting staff up to speed on the new technology. The actual rollout took only three days, but enrollment remains a big hurdle afterward.

"The devices are made so that users can enroll themselves the first time they use it, but we decided it would be best to take the time to enroll each employee and make

sure they did it correctly.

Being there also enabled us to directly answer any questions they had. After that, there were virtually no calls about how to use it or something not

working. We dramatically reduced our help desk calls through this process," McQuaid says.

For Parkview, adding new employees to the system remains painless, as McQuaid says a new hire can be up and running in five minutes. He recommends that organizations hold training sessions for one department at a time, adding that it's a mistake to assume that because employees might have seen fingerprint readers on TV that they'll know how to use them.

Keep It Simple

For IT personnel, the process of merging biometrics with an existing security environment can—and should—be straightforward. Matt Shanahan, senior vice president at AdmitOne Security (www.admitone security.com), says that depending on the access point, implementation may require only the execution of an installer and the configuration via an administration console, though custom portals can require the inclusion of a Web page control.

However, while that physical implementation might be relatively easy, it's nonetheless necessary to take a few steps backward to determine the appropriate policy settings and use cases for users, Ting says. For example, is the biometrics solution intended to protect network, application, or document access? Will it protect access

into individual company rooms? Ting notes that in some cases, biometric systems can mesh with existing systems to leverage these biometric permissions, but in other cases, an organization will need to install a security system that stores a recognition feature of each employee (such as a finger-print or retina scan), and will then need to give permissions to groups or individuals.

"Keep it simple," says Clain Anderson, director of security and affiliated software for Lenovo's Software and Peripherals business unit (www.lenovo.com). "Elaborate processes or complex user training will likely not be successful. Leveraging existing certificate infrastructure and adding biometrics as part of a multifactor authentication solution can improve security with little added complexity."

For example, Anderson explains that because many VPNs and other security programs are certificate-based, the process of tying in biometrics is simple; users or IT organizations can store an existing certificate through the TPM (Trusted Platform

Module) on a PC and set the

TPM to require biometrics as a required authentication element. In turn, the VPN or other program is activated only if the fingerprint is successfully scanned and the certificate is released.

In terms of the basic construction, Im-

privata's Ting recommends that the biometrics infrastructure be as nonintrusive as possible, be installed on a hardened server, provide the ability for users to roam between PCs, and have redundancy built in by default. Further, due to PC manufacturers sometimes using one or more devices throughout their product lines, the biometrics infrastructure should be able to use biometric hardware devices from multiple vendors.

The Expert Option

Many vendors agree that there can be value to hiring a third-party provider to perform the integration or provide expertise, but they also note that it depends on the abilities already in place at each organization. Parkview's McQuaid says that if an organization has thousands of users, multiple locations, and multiple vendors that don't necessarily "play nice" with each other, an expert vendor/integrator would be valuable.

"In our case, with just about 300 users and an internal team, we felt early on that we didn't want to rely on a third party," McQuaid says. "We'd have our vendors or partners come in on the day we did final tests and launched—just in case—but it was our goal at Parkview to be self-sufficient and not have to rely on a third party if there were problems."

SECURITY JULY 4, 2008

Keep An Eye On Network Traffic

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COMPANIES THAT HAVE remote branch offices and swelling ranks but limited IT staff face vulnerabilities to security threats.

Palo Alto Networks addresses these needs with the PA-2000 family of midrange firewalls. The firewalls enable midsized enter-



prises, as well as those with remote locations, to have comprehensive visibility and policy control over network flow and the applications therein, all at a cost-effective price.

Features of the PA-2000 series, which consists of the PA-2020 and PA-2050, include purpose-built hardware, identification technology, and PAN-OS, a security-specific OS with integrated networking, threat prevention, and management features.

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facilitates real-time, broad-based threat prevention, URL filtering, and file blocking. The PA-2020 model features throughput of 500Mbps, while the PA-2050 offers 1Gbps.

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Move To Biometrics Unlocks Privacy Pandora's Box

Taking A Look At Whether Security **Ever Crosses The Line**

by Carmi Levy

THERE'S NO QUESTION that the market for biometric technologies-including fingerprint sensors, palm print readers, eye and facial scanners, and voice recognition systems—is booming. BCC Research estimates global 2007 biometrics sales of \$2.7 billion will grow to \$7.1 billion by 2012, an annual compound growth rate of more than

As biometric technologies grow in popularity, privacy concerns are giving small to midsized enterprise decision makers pause. While this issue isn't necessarily a showstopper for most organizations, it does present an opportunity to clean up existing privacy policies and take a look at whether the use of biometrics ever crosses the line into the territory of invasion of privacy.

Privacy Concerns

For all of the advantages of biometrics, privacy remains an issue. Privacy advocates and employees alike will continue to raise concerns over how much personal information is captured, where it is stored, who has access to it, and what it is ultimately used for.

"Biometrics solutions don't raise more concerns than any other kind of authorization technology," says Ant Allan, research vice president at Gartner. "But the perception is that they do. So companies considering biometrics should adjust their approach

Biometrics Adoption

A broad range of national and global initiatives

to tighten user access control are accelerating

the move to biometrics. These include:

• International Civil Aviation Organization ePassport establishes a standard format

for a biometrically enhanced passport that

promises to streamline cross-border travel.

• U.S. Homeland Security Presidential Directive

12 is a standard protocol for all identification

SECURITY

U.S. & World Agencies Driving

accordingly to ensure they send the right message."

Forrester Research senior analyst Geoffrey Turner says privacy is more an issue of emotion than law. "The legal right to privacy does not exist in the U.S.," he says. "While some individuals would like to have more control over who knows what about them, there is no basis for this in law. The European Union does mandate privacy, but that's not the case here."

Turner says the fingerprint's long association with criminality doesn't help the public image of biometrics. He says privacy concerns can be addressed by upfront communica-

tion with stakeholders and advocates building such messaging into the earliest stages of a biometrics implementation.

"State explicitly what you're capturing," he says. "Most biometrics systems allow you to capture a derivation of an image and

 The REAL ID Act of 2005 defines consistent protocols for state-issued driver licenses and identification cards. Countrywide compliance is not expected before 2017.

• Some U.S. states with international borders are developing Enhanced Driver Licenses. These upgraded license and ID card protocols will also include biometrics capability. Washington's licenses are already in use, allowing holders to cross the border without a passport.

not the complete image itself. Explain what you're doing up front to avoid reactions that are often emotional and not fact-

based."

difficulty working with certain types of scanners, can be an obstacle to smooth implementation.

"Biometrics is not binary," says Allan. "With passwords, either you know them or you don't. But often there's a certain threadiness due to how we interact with the sensor. In some cases, if you don't swipe

> your finger a certain way or place your eye just so, you won't be able to log in."

Allan says some people have more difficulty than others, which raises the potential for discrimination. Healthcare workers in particular often wrestle with fingerprint sensors because they're constantly washing their

Turner describes the current boom in biometrics adoption as a golden opportunity to educate end users.

"Identity theft is a rampant problem in online life across the planet," says Turner. "These technologies can positively ensure that no one will masquerade as you. For the first time, you will be in absolute control of your own identity. This is a positive trend, so make sure you're communicating that."

Potential Difficulties

Although biometric products do offer positive benefits, employee-related issues may crop up that hinder their use. Reliability, where some users simply have hands. This can affect the level of oils in their skin and result in unreliable scanning.

"Cases like this illustrate that you can't use biometrics for everyone," says Allan. "If you have to have another mechanism for those users, it may make more sense to drop biometrics altogether and use a single, more reliable authorization mechanism."

Ultimately, privacy is an issue that extends far beyond any one authorization technology. Turner advises companies and individuals to get proactive. "I think most Americans are unaware about how much information about them has already been aggregated," he says. "They need to become informed."

Privacy advocates and employees will continue to raise concerns over how much personal information is captured, where it is stored, who has access to it, and what it is used for.

issued to federal government employees and contractors.

Computrace Technology

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As BUSINESSES OF every type and size go more and more mobile, an important need arises: keeping all those mobile devices secure. Computrace Mobile from Absolute Software offers IT asset management and remote data delete software to address these needs. Based on Absolute's Computrace

technology for desktops and laptops, Computrace Mobile provides companies with central management capabilities

for their handheld mobile population.

With Computrace Mobile installed on a device, IT administrators can remotely delete all or selected files, which helps prevent sensitive data from falling into

the wrong hands and meets compliance standards. Admins can do all of this through a single interface. Further assistance is available through Absolute Software's Customer Center.

Once the Computrace Agent (the technology that "calls home" if a device is lost or stolen) is installed on a device, users can customize reports or

select from any of the preconfigured ones to glean information on hardware, configuration, user profile, and installed software. From the password-protected Computrace control panel installed on the device, users can force a test call; view the time, type,

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and success of the test call; view ESN; view version information; and change the password.

JUNE 27, 2008

Absolute Software Computrace Mobile

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NETWORKING & VPN

JUNE 27, 2008

Intelligent Capture & Exchange For Business Communications

Kofax's Communication Server 8.0 Adds Increased Functionality

THE EFFICIENT and highly functional exchange of information is vital to the success of any company. Businesses need to be able to pass information among parties and keep a reliable archive of all mes-

enterprise fax server, but it can also be connected to applications such as those from SAP, Microsoft, Novell, IBM, and other ISV systems. A number of new features have been introduced in this version sages. Kofax Communication Server 8.0 of Kofax Communication Server, among (known in previous iterations as TOP- them VMware server virtualization sup-



CALL Communication Server) addresses the need for a single, central communication application.

Kofax Communication Server 8.0 is designed to automate the exchange of information between high-end, missioncritical applications. All inbound and outbound electronic messages in virtually any format-including email, fax, voicemail, and SMS—can be routed across large distributed environments with the server. Further, Kofax Communication Server 8.0 can convert messages from one format to another and archive each one.

Kofax Communication Server 8.0 can be configured as a high-volume

port, advanced email functionality, support for H323 and SIP, and enhanced FoIP (Fax over IP) capabilities. It also supports disaster recovery systems and environments such as Lotus Notes 8, SAP NetWeaver 7.0, and Windows Vista.

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A Greener VPN

Columbitech's Mobile VPN Conserves Battery Power On Your Mobile Devices



With transparent access to applications and enterprise content, mobile users can work from any network connection with Mobile VPN.

VPN is essential for business travelers, but many mobile users find that using a VPN connection quickly drains the batteries on their mobile devices. Columbitech's Mobile VPN requires 40% less battery power than traditional VPN tools, enabling secure remote access to the corporate network without crippling the battery life on the traveler's laptop or mobile phone.

Mobile VPN is completely softwarebased, so IT staff members don't need to install additional, dedicated VPN servers. The use of existing hardware resources provides energy savings and lowers the company's capital expenses. And Mobile VPN's software-based approach also allows you to secure wireless legacy equipment, which can help extend the lifetime of network hardware.

Unlike conventional VPNs based on IPSec and L2TP (Layer 2 Tunneling Protocol) for wireline networks, Columbitech's Mobile VPN uses SSLbased VPN with software running at the session OSI level to avoid issues at the application layer. Mobile VPN's session-level architecture allows the VPN connection to meet mobile user demands for stable, transparent use. If a wireless connection drops, Mobile VPN keeps the session open until the user can reconnect to the Internet.

For security, Mobile VPN uses the WTLS (Wireless Transport Layer Security) protocol—the common standard for protecting WAP mobile phone transactions. The strong authentication and encryption tools let remote workers securely transmit confidential data to the corporate network, regardless of location.

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STORAGE JUNE 20, 2008

WhatsUpGo

Meet The Newest RAID

NetCom USA Introduces RAID Storage Systems For Critical Data

THE NR6 FAMILY of RAID storage systems is the newest member of NetCom USA's storage solution offerings. Available in capacities of 2, 4, and 8TB with data transfer speeds up to 400MBps, NR6 storage systems are a fast, reliable solution for storage of mission-critical data.

NetCom USA's NR6 family of storage products is ideal for increased network storage capacity, medical image storage,



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Businesses generate more data than ever before and require fast, continuous access to their information. The NR6 family of storage systems provides protected storage of important information including emails, accounting reports, marketing assets, engineering projects, and creative productions—quickly and safely—while remaining cost-effective.

NetCom USA provides proven RAID technologies for data protection that secures information and ultra-fast access to data for increased productivity.

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SECURITY

Network Monitoring For SMEs & Beyond

Ipswitch's WhatsUp Gold Version 12 Gets Bigger & Better

BUSINESSES GROW CONSTANTLY, and networks must adjust to changing demands. Yet, as important as it is for a network to be able to scale upward, every company has to start somewhere. Having network management tools that can grow with a business from a small enterprise to a large one is valuable.

WhatsUp Gold from Ipswitch has been addressing this issue for over 15 years. The most recent version, WhatsUp Gold 12, has added several new features, including Split Second Graphs, which allow administrators to more quickly identify any problems and take proactive steps toward resolving issues—in seconds,

not minutes. Additionally, real-time data can be added to full reports to give administrators a more complete picture of network health, which is continuously updated as real-time information flows in.

Through the various workspace views, administrators can see current device usage data via the InstantInfo pop-ups feature just by hovering the cursor over device or network

ing the cursor over device or network interface links. Also new are the Web Task Manager and Web Performance Monitor, Web-based tools that extend the functionality of Windows tools to every user.

WhatsUp Gold is designed to provide easy-to-use management and monitoring

NETWORKING & VPN

interfaces, transparent upgrade paths, and low total cost of ownership. With a bevy of plug-ins on the way, WhatsUp Gold can be expanded to suit the needs of any enterprise.

Ipswitch WhatsUp Gold v12

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Network monitoring software for any size enterprise

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CLIENTS June 20, 2008

Secure Mobile Computing

Dolphin 7600 Now Includes GSM Wireless Technology & Windows Mobile 6

MOBILITY IS A MUST for business professionals. To access important data at any time is invaluable, which is why Honeywell Imaging and Mobility equipped its Dolphin 7600 Mobile Computer with GSM wireless technology and Microsoft's Windows Mobile 6.

With GSM wireless technology, the Dolphin 7600 allows users to stay connected no matter where they are. Wireless Full Area Networking, combined with

Bluetooth, 802.11, and GSM/GPRS EDGE, enables real-time data exchange and voice communications onsite or offsite.

The addition of Windows Mobile 6 enables users to be productive while they're traveling, with connections to email, calendars, and contacts. Windows Mobile 6 also has the ability to read and create Word and Excel files, as well as view PowerPoint presentations. The familiarity of a Windows operating system makes mobile computing simple and intuitive.

The Dolphin 7600 uses a 2.8-inch VGA color display for both viewing and



touchscreen use. Its backlit number and letter keypad is strategically arranged to enable one-handed operation. The Dolphin 7600's small, ergonomic design and durable construction is useful in both field and onsite operation.

In addition to its new features, the Dolphin 7600 Mobile Computer is integrated with Adaptus Imaging Technology 5.0, which allows users to capture a wide array of data such as bar-

codes, digital images, and signatures. This feature is especially useful for retail, parcel and postal delivery, field services, and task management applications.

Honeywell Dolphin 7600 Mobile Computer

Handheld mobile computer equipped with GSM wireless technology and Windows Mobile 6

(880) 582-4263

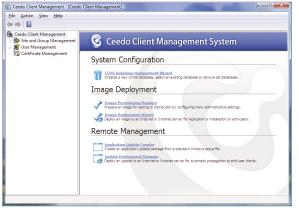
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Honeywell

Virtualize Your

Applications

Ceedo Enterprise Lets You Access Applications From Anywhere



WHEN TRAVELING PROFESSIONALS are out on the road, it's important to not only have access to important files, but to critical applications, as well. With Ceedo Enterprise, road warriors can have access to both files and applications while leaving their laptops at home. Ceedo Enterprise is an application virtualization tool that can store entire work environments on a USB hard drive or flash drive for light travel.

Ceedo Enterprise separates the applications, application settings, and data from a computer's operating system but still allows the applications to communicate with the operating system. With these features, Ceedo Enterprise offers application portability, remote management, business continuity, and disaster recovery. In

addition, Ceedo Enterprise offers users the ability to customize their workspace through their own applications and plug-ins. This process does not require administrator involvement, the workspace is separate from the computer, and the installation of applications onto a Ceedo workspace can be done without packaging.

With Ceedo Enterprise, IT managers can control enter-

prise applications, install new software, and update user files right away from a remote location. Ceedo can be installed on a USB device in order for installed applications to become portable for use on any PC running Windows 2000/XP/Vista, or it can be deployed in real time to a PC from a network or from the Web.

Ceedo Enterprise

\$89 per seat (perpetual license)

Creates a virtual work environment that offers application portability, remote management, business continuity, and disaster recovery

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SECURITY JUNE 20, 2008

Email Archiving With Data Integrity



ArcMail's Defender U3160 Improves Productivity & Reduces Strain On IT Resources

EMAIL HAS BECOME the de facto means of communicating in an office setting. Archiving all that data is important, and managing it effectively can help a company improve productivity and reduce the strain on IT resources. It's crucial to ensure data integrity so archived data can't be altered.

ArcMail Technology addresses these needs with Defender U3160, a standalone appliance with 16TB of storage that provides comprehensive archive and data management. The appliance operates seamlessly in the background. Both administrators and end users can use a simple, Web-based

interface to search for and retrieve archived email data. ArcMail Defender U3160 can be used either in the office or remotely.

Admins have a vari-

ety of abilities with ArcMail Defender U3160, including being able to monitor system settings and produce reports to ensure that emails are being successfully archived. Once data has been archived, it's protected by data integrity and encryption technology to ensure that data that has been backed up and subsequently restored can't be altered.

ArcMail Defender U3160 is easy to install, use, and manage and captures all inbound, outbound, and internal email with the mail server's journaling function. Operating on the Linux platform, the appliance is compatible with Microsoft Exchange, Lotus Notes, Groupwise, and other mail servers with journaling functionality.

ArcMail Technology **ArcMail Defender U3160**

Provides email archiving with data integrity and encryption

(866) 417-6495

www.arcmailtech.com



SECURITY **JUNE 20, 2008**

Web Security For Every Size Of Enterprise

Aladdin's eSafe v6.2 Proxy Expands Security Options For The eSafe Family

INTERNET-RELATED SECURITY THREATS are nothing new, but they're as dangerous as ever. Checking for Internet threats in real time is a powerful way to combat malware of every kind. Aladdin Knowledge Systems' family of eSafe products is designed to address security issues on



multiple levels. The latest addition to the arsenal is eSafe v6.2 Proxy, a Web-security application for both in-line and proxy implementation.

By virtue of its implementation options, eSafe supports virtually any network environment. Protection occurs in real time and is designed to help companies protect data, improve productivity, and enable compliance. eSafe can be deployed as a native proxy that integrates Microsoft ISA or as an in-line bridge/router, forwarding proxy, or ICAP proxy.

eSafe v6.2 Proxy is designed to inspect all HTTP, HTTPS, and FTP over HTTP traffic thoroughly to protect the network from viruses, spyware, spam, Trojans, and more. Aladdin designed eSafe v6.2 Proxy to provide complete protection, high performance, and intelligent and thorough inspection.

The eSafe family is a flexible security package that can be installed in enterprise environments in a variety of different modes. It's designed to work transparently, checking Web activity at the gateway to avoid impacting network performance.

Aladdin Knowledge Systems eSafe v6.2 Proxy

Starts at \$3,500

Flexible Web-security application for any enterprise network

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www.aladdin.com



PRODUCT OF THE WEEK

Quality Without Breaking The Bank

Evertek Offers Used & Previous-Gen Equipment At Low Prices

by Sue Hildreth

RESELLERS AND SYSTEMS integrators looking for deals on low-cost hardware may want to take a good look at Evertek (760/639-4500; www.evertek.com), a technology hardware distributor focused on buying and selling a variety of low-priced equipment—everything from cell phones, CPUs, and hard drives to servers and wireless networking products.

The company, which has been in business for 18 years, relies on its staff of a dozen purchasing employees, as well as purchasing agents in other countries, to ferret out good deals on equipment, which it sells on its Web site. Everything is done out of one big warehouse in Oceanside, Calif.

"We focus on excess and closed-out products, manufacturer over-runs, or dead inventory from other companies," says



PRODUCT OF THE WEEK

EVERTEK

Description: Wholesale trader of refurbished and previous-generation electronics and computer hardware at discounted prices

Interesting Fact: Resellers and systems integrators can purchase heavily discounted equipment from the company's Web site, which currently is listing 1,600 SKUs. The company operates out of one large warehouse in Oceanside, Calif., and ships to clients in more than 100 countries.

(760) 639-4500 www.evertek.com Peter Green, director of marketing for Evertek and the man responsible for channel and business development. "We buy things such as off-lease laptops from major manufacturers, with close-out and excess stock being our specialty."

Carving A Niche

Green notes that Evertek's niche is technology that is current but not newly released. Evertek doesn't try to stock new technologies, which are usually expensive and not a good fit for the company's competitive pricing model. Instead, he says, Evertek's purchasing reps look to buy up excess units of previous models, overstocks, and good-condition used equipment.

"We focus on technology that's from three months to a year old. If a company is about to release Widget X and they have a whole basement full of Widget Y, then we'll come in and pay cash for Widget Y," says Green

Evertek's sales site features an online catalog of products for sale, clearance items, and new products. It also features a Make An Offer area, where registered buyers can negotiate prices on products that Evertek wants to move more quickly and that may have fluctuating values, and a wholesale auction site, where buyers can bid against each other for bulk purchases (see the "WholesaleAuction.com" sidebar for more information).

The company does not sell to end-user organizations, only to certified resellers, which can be systems integrators, consultants, ecommerce sites, small computer repair shops, or VARs. But usually, the low prices given to VARs, systems integrators, and other reseller customers are passed on to the end-user customer as competitive leverage to gain their business.

Ensuring Quality

To ensure that the equipment is in good working order, Evertek either obtains a sample of the product before buying it or sends an agent out to inspect it, according to Green, who adds that Evertek often buys from companies with which it has long-standing relationships.

Buying refurbished or overstocked equipment is often a good strategy for enduser organizations looking to reduce IT costs, says Eugenia Loli-Quero, a technology reviewer and former editor-in-chief of OSNews.com.

"Buying from overstock and refurbished lines can assure lower cost for the consumer, and the probability that a product might not be working is only marginally greater than [that for products from] common retail shops," says Loli-Quero, noting that products are often returned or resold for reasons having nothing to do with their working condition.

Ahead Of The Curve

Green notes that as hardware becomes cheaper and new versions come on the market more rapidly, his company's challenge is to stay ahead of the downward price curve—a tough job that requires his buyers to know the market and act quickly on a good deal.

"The hardware market has become a commodity market because it suffers depreciation at a very rapid rate, and we look to try to stay in front of that," he says. "The value to an Evertek customer is that we are very much a price point-focused company. We really make our money by moving a large amount of product and operating on a much lower margin than other companies. So Evertek is always trying to drive the price down and make it a strong value to our customers so they can pass it on to their customers."

Providing those low prices is where Evertek's purchasing agents come in. The purchasing staff stays on top of equipment pricing by checking online lists and Web sites, constantly on the lookout for possible equipment buys.

"The purchaser has to look at what the market is, what the depreciation on that product is, whether we can presell it—there

WHOLESALE AUCTION. COM

For resellers and consultants interested in bidding on equipment, Evertek (760/639-4500; www.evertek.com) also runs WholesaleAuction.com, which runs three-day auctions on selected hardware. Recent offerings included a lot of 11 Biostar motherboards, a Kingston 512MB DDR RAM PC2100 184-pin DIMM, and an incomplete 24-inch Soyo DVI widescreen LCD monitor. According to Peter Green, director of marketing for Evertek, the WholesaleAuction.com site was originally a place to sell large lots of products that didn't quite fit the usual Evertek product menu. Today, however, he says it mainly offers returned items or bulk lots.

EVERTEK'S OFFERINGS

Evertek (760/639-4500; www.evertek.com) prides itself on selling a wide range of IT and electronics equipment, including:

Notebook computers
Cell phones
Computer systems
Controller boards
CPU memory
DVD burners
Flash drives
Hard drives
LCD monitors
Networking products
PDAs
Power supplies
Printers
Scanners
Telephony and telecom products

are a lot of shoot-from-the-hip, gut-feeling decisions made."

Evertek realizes that finding affordable equipment has become even more important to the SME in the face of a slumping economy. To wit, Green says the economy has not hurt Evertek's sales; if anything, it's helped them. "Often a slow economy is when we do our best business. Our concern over reducing costs becomes a real benefit to our customers then."

As hardware becomes cheaper and new versions come on the market more rapidly, Evertek's challenge is to stay ahead of the downward price curve.

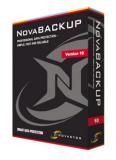
STORAGE June 20, 2008

Customize Backup & Recovery

NovaStor's NovaBACKUP 10 Provides Local & Online Data Protection

DATA PROTECTION IS NOT ONLY CRITICAL for computer users, it's essential for the defense of PCs and servers. To secure user data, an SME must set a backup system in place.

NovaStor's NovaBACKUP 10, a comprehensive data protection and disaster recovery solution, supports both local backup and online storage. In the event of an onsite disaster, NovaBACKUP 10 takes a snapshot of the entire



system, which enables fast restoration of a local or network source. Online recovery can copy or mirror information to FTP, Internet storage accounts, or corporate servers.

In terms of flexibility, NovaBACKUP 10 enables users to restore all files or select specific files for backup. Users can also customize

backup times and, with the flexible scheduler, choose the right routine for automatic backups so they can track when their data is processed. Other convenient features include Smart Select backup for photos, music, documents, or emails and plug-and-play support for devices such as DVDs, CDs, Blu-ray discs, USB devices, and tapes.

NovaBACKUP 10 comes in three versions: Professional, Server, and Business Essentials. NovaBACKUP 10 Professional offers basic backup and recovery for single workstations running Win2000/XP/Vista and features 2GB of free online storage for one year. NovaBACKUP 10 Server is designed for Windows 2000/2003 Server and includes 5GB of free online storage. NovaBACKUP 10 Business Essentials offers 10GB free online storage for a year along with priority support. This version is suitable for SMEs running a single SQL and/or Microsoft Exchange Server.

NovaStor NovaBACKUP 10

Data protection and disaster recovery software that users can customize

Professional \$49.95; Server \$199.95; Business Essentials \$499

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CLIENTS

- AVIcode has released Intercept Studio version 5.0 for monitoring application life cycles. AVIcode Intercept 5.0 improves application reliability and availability for quick recognition of the cause of production failures and works to detect and diagnose performance issues. Operation features include incremental application dependency discovery, service-level agreement monitoring for external and internal service providers, activity monitoring for business transactions, and the application monitoring dashboard. Developers can use the centralized PDB management support for seamless integration with the application deployment process. The assembly browser rapidly identifies methods for monitoring and simplifying configurations of particular applications. Intercept 5.0 supports Microsoft Windows Server 2008, Windows Vista, .NET Framework 2.5, LINQ, and Windows Workflow Foundation.
- Borland has introduced BMS (Borland Management Solutions). This software delivery management program helps users track and improve the performance of

software delivery organizations. By plugging BMS into an existing ALM tooling infrastructure, customers can utilize total application visibility and control. BMS features three service packages for improving organizational performance. These offerings include TeamDemand, TeamFocus, and TeamAnalytics. TeamDemand connects with ALM artifacts and provides real-time tracking for business stakeholders who follow the status of projects. TeamFocus supports delivery methods such as agile, waterfall, and iterative. This component links to an existing ALM environment to keep teams and management on the same track. TeamAnalytics automatically collects and analyzes data from ALM tools. BMS is built on Open ALM Framework that helps surface housed data and includes a bidirectional linking service through SAME (Single Asset Multiple Environments).

■ CA announced CA Records Manager r12, the latest version of its software to help enterprises automate record-keeping processes. CA Records Manager r12 is designed to give users faster access to information, save time and money, and help facilitate compliance with regulatory

requirements and organizational policies. The new version delivers increased functionality with its records retention and disposal module, a localizable Web client, and added features to enhance the user experience. CA Records Manager r12 is certified by the United States DoD (Department of Defense) against the newly updated version 3 of the U.S. DoD 5015.2 standard. CA Records Manager r12 allows for the creation of an enhanced retention module that is an interface to perform all administrative tasks related to retention and disposition.

■ Lenovo unveiled an SL series of ThinkPad notebooks, value-added software, and unique services tailored to SMEs. The trio of notebooks (models SL300, SL400, and SL500) feature builtin high-speed mobile broadband connectivity and multimedia capabilities with an optional Blu-Ray DVD player on select models. Lenovo also announced six notebooks: the ThinkPad R400, R500, T400, T500, X200, and W500. Select models in the line include solid-state drives, LED backlit displays, GPS functionality, switchable graphics, and built-in high-speed mobile broadband. Lenovo's Active Protection System protects the hard drive against drops or falls, and an optional fingerprint reader helps protect against unauthorized users. Software and services complement the hardware. Lenovo Care Tools solve common issues and help take the frustration and time out of managing one's computer. The notebooks come with Lenovo's Access Connections, Client Security Solutions, Rescue and Recovery, Presentation Director, and System Update. Lenovo is also introducing ThinkPlus Secure Business, the first of several cus-

tom service packages designed for the SME which includes onsite, next-day business warranty upgrade; ThinkPad protection for PC repairs or replacement in the event of liquid spills, drops, or electrical surges; and online data backup. ThinkPlus Secure Business is available for one- or three-year terms. In the coming months, Lenovo will introduce ThinkPlus Complete IT, which will combine a comprehensive set of services including priority call routing and one-stop hardware and software support with the best of ThinkPlus Secure Business. The ThinkPad SL400 and SL500 are available now, while the other notebooks will be available next month.

■ Oracle has unveiled the AutoVue Enterprise Visualization 19.3, which offers a "streamlined and action-oriented" user interface. This interface is designed to simplify viewing, reviewing, and collaboration on documents. AutoVue Mobile is included in this software suite, allowing organizations to share technical documents with supply chain partners; it also grants access to design and product information and the history of comments, changes, and decisions related to the documents. IntelliStamp is also included for users to control actions from inside documents reviewed in AutoVue. AutoVue 19.3 has added support for the newest release of AutoCAD and the IFC (Industry Foundation

Messaging & Telephony

Classes) format in order to improve its 2D

and 3D visualization abilities.

■ PacketSmart-Lite, an enterprise-lite version of PacketSmart, is a carrier-class VoIP-Data life cycle management package *Go to Page 18*

SECURITY JUNE 13, 2008

Core-To-Edge Detection

Endace's NinjaProbe Adds Snort IDS Support & Data Mining Capabilities

MONITORING THE security of a network requires network administrators to make sense of a constant flow of information from a variety of fronts. Malicious threats and anomalies of all kinds must be recognized and dealt with handily, and administrators must rely on their equipment to help them keep the network safe. All of this puts more pressure on NIDS (network intrusion detection systems) to do their job well.

Endace has improved on its NIDS appliance, NinjaProbe, with the addition of 10G Snort IDS, Applied

Watch Command Center Agent, and data mining capabilities. NinjaProbe is powered by Endace's DAG (Data Acquisition and Generation) technology. The new features are open-source and facilitate high-speed packet capture, intrusion detection, and analysis. They are designed to be easily deployable, powerful, and secure.

Endace's acquisition of Applied Watch allows NinjaProbe to integrate well with Snort IDS' management tools. NinjaProbe

captures all incoming traffic

to disk, from the edge of the network to the core, so that when a rule is triggered, administrators can address the problem and mine data concerning the event. And because the platform can operate on segments up to 10Gbps with continuous indexed rotary storage, analysts can collect and study data both

The appliance's features can be managed remotely, including for Snort rule defini-

before and after an alert.

tion, download, and alerting, as well as data mining and platform configuration. Other features include traffic filtering and Netflow record generation, which facilitate data capture, performance management, traffic monitoring, and electronic surveillance to meet the full range of requirements.

Endace NinjaProbe

\$28,82

Provides core-to-edge detection and data mining for the network

(703) 964-3740

www.endace.com



STORAGE June 13, 2008

Backup, Recovery & Disaster Protection

Sonasoft's SonaSafe Suite Beefs Up The Defense

PROTECTING DATA IS ONE of the most important things a company can do. Sonasoft's newest version of its SonaSafe Suite for Microsoft Exchange, SQL, and Windows Servers improves upon its ability to facilitate data backup and recovery.

SonaSafe Suite is designed for high availability by continuously updating data that was retrieved from the primary system

to the redundant, standby servers. The redundant servers themselves are designed to immediately take over for the primary system in the event of a disaster.

SonaSafe Suite supports SQL 7.0, 2000, and 2005; Exchange 2000, 2003, and 2007; and Windows NT/2000/2003/XP. Back-

up and recovery options are also available via a bootable CD and can be performed on systems such as VMware and Microsoft Virtual Server. The suite is controlled through a Web-based interface.

New features of the suite include dynamic mailbox backup, which makes larger amounts of mailbox storage possible on an

Exchange server. One complete backup is made, so only incremental backups need to be performed in the future, thus eliminating costs. Data retrieval is possible with a few mouse clicks.

Other new features include customizable ports and enhanced replication and recovery capabilities. Customers can now define and open ports for backup and restore functions, which is more secure than doing so on more commonly used ports. File level backup and recovery options are also increased.

Sonasoft SonaSafe Suite

SonaSafe Application: \$1,995 SQL/Exchange/File Systems Agent: \$995

Provides backup and restore functionality for Microsoft SQL, Exchange, and Windows servers

(408) 927-6200

www.sonasoft.com

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NETWORKING & VPN

JUNE 13, 2008

NX-9000 Sets The Standard For Scalability

Industry's First Gigabit WAN Acceleration Appliance



SILVER PEAK SYSTEMS' NX-9000 is the newest member of the company's NX family of appliances. The NX-9000 is the industry's first Gigabit WAN acceleration product, raising the bar for WAN performance and scale.

The NX-9000 supports up to 4Gbps of bidirectional LAN-side traffic and 1Gbps of bidirectional WAN-side traffic, with 8TB of local data store available for WAN deduplication. The newest Silver Peak appliance delivers up to 10 times the real-time throughput of competitive offerings.

The NX-9000 also includes two 10Gbps interfaces and four 1Gbps interfaces with EtherChannel bonding for physical connectivity between Silver Peak appliances and network elements, which is required for deployment in data center environments. As more hosts turn to multi-Gbps interfaces, the NX-9000 has the capacity required to support the corresponding growth in data volumes.

The NX-9000 is ideal for high-volume data environments and supports more

than 256,000 simultaneous TCP flows. It optimizes all enterprise applications, including TCP traffic, real-time UDP traffic, latency sensitive traffic, and applications with dynamic data formats. Plus, NX appliances ensure that data is always secure, at rest and across the WAN.

The NX-9000 utilizes the following advanced optimization technologies to improve WAN bandwidth efficiency and accelerate application performance:

- Network Memory: Works on latency sensitive traffic and both TCP and non-TCP applications.
- Network Acceleration: Employs techniques that minimize latency caused by TCP and other chatty protocols.
- Network Integrity: Silver Peak is the only WAN optimization vendor to address lost and out-of-order packets in real time using adaptive FEC (Forward Error Correction) and POC (Packet Order Correction).

Silver Peak NX-9000

Starts at \$259,995

Gigabit WAN acceleration product

(888) 598-7325

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NETWORKING & VPN

JUNE 13, 2008

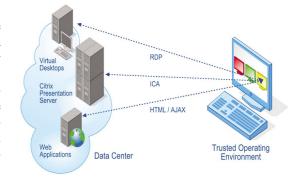
Alleviate Endpoint Virtualization Stress

Neocleus' Trusted Edge Provides Simple, Secure Endpoint Solution

As PROFESSIONALS BECOME more mobile, there is an increased need to keep these employees securely in touch with company resources. But maintaining a virtual connection that is both secure and reliable can be difficult—especially because organizations cannot control the security of an endpoint operated by a customer or employee.

For this reason, Neocleus has launched Trusted Edge, which is designed to provide organizations with a program that connects customers and employees to corporate resources from anywhere in the world, regardless of the state of security. Trusted Edge will address issues that arise when managing and safely deploying applications, data, and services.

Trusted Edge implements a new Type 1, bare-metal hypervisor and a separate virtual trusted environment outside of Windows provided by new security plan and IT management framework. When putting Trusted Edge into operation, desktops will not need to be rebuilt, decreasing end-user downtime and costs. Trusted Edge can run other Windows-based applications upon customer demand and supports RDP, Citrix ICA, and Web interfaces. Authentication and configuration controls offer an easily managed virtual



endpoint environment, creating a win-win situation for both IT personnel and users.

Trusted Edge not only provides customers and employees with the flexibility of accessing company resources from anywhere, it also has continuously operating real-time remote confirmation of virtualized environment reliability.

Neocleus Trusted Edge

Base-level user licenses start at \$150 per user

Helps IT personnel, customers, and employees manage issues with endpoint virtualization

(201) 309-3042

www.neocleus.com



Product Releases

Continued from Page 17 now available from Packet Island. PacketSmart-Lite comes with a fully installed server and five microappliances; it is designed to offer SMEs an affordable option to assess and manage branch office VoIP+Data networks. It's designed to be effective even for multiple branch offices using mixed network topologies and multiple ISP WANs and can perform a number of functions, including preassessing data networks for VoIP readiness, verifying LAN/WAN QoS design based on TOS or Diffserve, monitoring live VoIP calls 24/7, and troubleshooting VoIP signaling issues. PacketSmart-Lite also features remote packet capture with Ethereal/Wireshark compatibility, Top 10 data flow monitoring, and the ability to generate a variety of on-demand reports to summarize SLAs.

■ Unisys has unveiled a trial service for test driving Microsoft Unified Communications Technologies, including Exchange Server 2007, Office Communication 2007, and Office LiveMeeting. This free service enables enterprises to examine the entire communications suite. Large groups of users can establish up to 20 accounts for cross-company testing, as well. Businesses can use the trial to get a first-hand look at the Microsoft unified communications platform and its related components: email, calendaring, managed folders, voicemail, Outlook Voice Access, IM/Voice/Video, OCS Web Conferencing, and PSTN calling. "This trial lets us showcase our expertise in large-scale unified communications solutions on the Microsoft platform. It also gives our clients an easy way to experiment with new collaboration tools enabled by Microsoft's unified communications technology stack," says Vice President of Microsoft and Intel Alliances Jim Boak.

NETWORKING & VPN

- AlertSite introduced On-Demand Load Testing, a service that allows businesses to test the limits of their Web applications to ensure systems perform optimally under heavy loads. AlertSite's On-Demand Load Testing will help identify scalability issues, bolster the infrastructure, and help keep the Web site from crashing. On-Demand Load Testing is a software-as-a-service that allows users to log on from anywhere in the world to start testing their Web applications. Load tests are automatically deployed into AlertSite's global On-Demand Load Test platform, which is capable of simulating Web traffic from thousands of concurrent users. Results from the test are then generated into an on-demand report that provides a comprehensive breakdown of Web site performance at a given user load over a specified time frame.
- Citrix announced Project Kensho, which will deliver OVF (Open Virtual Machine Format) tools that allow independent software vendors and enterprise IT managers to easily create hypervisor-independent, portable enterprise application workloads. The tools will allow application workloads to be imported and run across Citrix XenServer, Microsoft Windows Server 2008 Hyper-V, and VMware ESX virtual environments. By implementing the DMTF (Distributed Management Task Force) OVF standard, Project Kensho will enable ISVs and enterprise IT staff to leverage a hypervisor-independent portable virtual machine format that packages a complete application workload as a secure, portable, and preconfigured open-standard virtual appliance. Users will be able to install and use any OVF packaged application workload regardless of which virtualization platform they use.

■ Corning Cable Systems has released the OTS-600 Series optical sources, meters, testers, and kits with data storage capabilities. The OTS-600 Series has a USB data transfer interface, a video inspection probe port, and data storage for 10,000 results. A 650nm VFL (visual fault locator) for convenient troubleshooting of optical networks comes with both the OT-600 and OS-400 units, along with a large color LCD screen, soft-key menus, and a testing wizard. Additionally, the OTS-600 Series comes with OTS-View reporting software for creating comprehensive certification reports. Finally, a built-in video probe port and software prepares the OTS-600 Series for connector inspection.

■ Juniper Networks introduced the latest additions to its WXC application acceleration platform, the WXC 1800, WXC 2600, and WXC 3400 appliances. The WXC appliances offer automated provisioning and management, are able to recognize and eliminate redundant transmissions, and accelerate TCP and application-specific protocols. The WXC appliances also support Network Sequence Caching, WAN traffic acceleration, and Juniper's universal Field Replaceable Units. The Juniper Networks WXC 1800, 2600, and 3400 appliances are priced at \$4,895, \$12,395, and \$24,995, respectively.

up to 155 miles, with near-line-of-sight and NLOS (non-line-of-sight) ranges of up to 25 miles and 6 miles, respectively. Operating in the 5.4GHz and 5.8GHz bands at data rates up to 25Mbps, the PTP 300 also boasts the highest spectral efficiency and system gain for radios in its class. In addition, customer and channel partners can use the new next-generation radio frequency planning tool, PTP LINKPlanner, to determine link viability and optimization in challenging environments prior to purchase. The PTP 300 cost-effectively supports a variety of demanding applications, including multimedia, IP gaming, distance learning and telemedicine, disaster recovery and events, wide-area network backhaul, and fixed and wireless link backup. The combination of MIMO (Multiple Input/Multiple Output) and i-OFDM (intelligent Orthogonal Frequency Division Multiplexing) also enable the PTP 300 to support backhaul from multiple access points to a point of presence and building-to-building and cam-

■ Opnet has released Panorama 5.5 software for real-time application monitoring and analytics of complex, multiserver infrastructures. The company says this release includes enhancements for large-scale implementations to enable the centralized management of a large number of servers. The software includes real-time performance analysis of Java and .NET applications through the monitoring of system and application metrics within each server across all tiers. Additionally, the software uses patented deviation tracking and correlation that can automatically spot performance anomalies. The software will be available through SYNERGY Partners.

pus connectivity.

■ PRTG (Paessler Router Traffic Grapher) Network Monitor version 7, a network monitoring tool designed to provide administrators with an easy, cost-effective way to ensure network availability, is now available from **Paessler AG**. The tool is

Continued from Page 17
designed to reduce costs and save time by avoiding outages, optimizing connection performance, and controlling service-level agreements with comprehensive monitoring and analysis. Features of PRTG Network Monitor version 7 include an Auto-Pilot feature that constantly scans network segments for new devices and preconfigured device templates to provide alarm and warning limits for devices. With version 7, support is extended to more than 30 sensor types for monitoring servers, analyzing

traffic, and surveying user behavior.

■ RealVNC has announced its solution for remote desktop control, VNC Enterprise Version 4.4. VNC Enterprise Version 4.4 is designed to simplify remote desktop control, regardless of platform, OS, or location. Version 4.4 includes a simple user interface, a chat function, and an address book for VNC server shortcuts to HTTP support to connect through Web proxies and filters. Version 4.4 supports a wide array of OSes, including Windows 95 through Vista, Mac OS X, Linux, Solaris, AIX, and Java. Features include File Transfer and Desktop Scaling and automatic configuration for best performance on a LAN, WAN, cable, or dialup connection.

PHYSICAL INFRASTRUCTURE

- Corning Cable Systems has announced the OptiSplice M90e Fusion Splicer for networks. This machine includes a singlemode LID-SYSTEM Unit that optimizes core alignment in each of the X, Y, and Z axes. The OptiSplice M90e Fusion Splicer's auto fusion time control observes the power level through the splice when the fusion process begins and then finishes the fusing process when splice loss is at a minimum. Additionally, the M90e Fusion Splicer provides another method for core alignment based on three-dimensional cameras. Finally, it can automatically choose the best alignment method for the application at hand.
- Fike has announced that its global clean agent fire suppression system will include the use of the DuPont FM-200 clean agent starting August 15. Using FM-200 won't require technical or installation changes for Fike distributors. Fike previously offered FE-227; FM-200 has identical performance characteristics as FE-227. After August 15, Fike will market, manufacture, and deliver all its HFC-227ea systems worldwide using the FM-200 brand. Additionally, Fike says it will continue to offer the ECARO-25 fire suppression system, which uses the DuPont FE-25 agent, worldwide.
- iStarUSA has introduced StarMount wallmount open-frame racks called WU-60B and WU-90B. The company says the racks combine simplicity with mobility, resulting in the easy location of rackmount devices, including switches, routers, and chassis. The WU frame is constructed of steel to provide stability and durability. Additionally, the company says the openframe rack design offers higher thermal manageability for room or central air conditioning. The racks are suitable for wall mounting or desktop standalone use.

iStarUSA has also released a power supply product line in association with ClayPower. The 2U switching power supply series includes the CP-02035, CP-02040, and CP-02046, which iStarUSA says offers high performance in a compact form factor. The PSUs are suitable for server, small-form-factor PCs, and other space-constrained uses. Standard features include PFC, triple circuit protection, and EPS 12V. Additionally, the company says its

CP-11075 redundant N+1 PSU uses a hotswap module function to maintain powersharing features, extending the life of the module. Other features of the power supplies include 16ms hold-up time, active PFC, over power protection, over voltage protection, and short circuits protection.

iStarUSA additionally has released a cabinet product line called the WN Series. The company says the 19-inch rackmount cabinet is built with high-quality aluminum and steel and includes vented doors and up to six AC cooling fans. Additionally, the series accounts for air circulation for servers and other devices, and the units are lockable from the front and rear doors and side panels. Other features include universal fit to rackmount chassis from IBM, HP, Dell, and iStarUSA; double rear doors; top, bottom, and front cable entry; fully adjustable rails; and up to six 120mm air cooling fans.

■ Data centers now have options for Ethernet metered power distribution from Raritan. The PM Series of PDUs can display load in real time through LEDs, a browser-based GUI, and a CLI (command line interface). The PDUs can warn of possible power overloads and aid in electrical load balancing, which means increased uptime and smarter planning for buildouts. The PM Series comes in a variety of form factors (2U and 0U) with myriad plugs and receptacles (NEMA and IEC), as well as in a few three-phase versions.

SECURITY

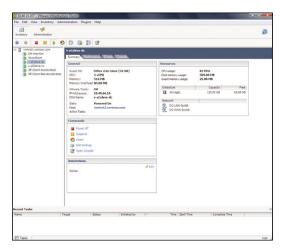
- Breach has released the latest edition of WebDefend, version 3.4, which lets businesses more easily maintain the standards set by the PCI DSS (Payment Card Industry Data Security Standard). This compliance is implemented by securing the following: magnetic stripe data, cardholder verification numbers, and PINs. WebDefend 3.4 enables administrators to conceal magnetic stripe data to prevent its unauthorized storage and display. WebDefend includes an enhanced profiling engine for building site profiles for traffic and real-world application protection. Image leeching prevention detects cross-site scripting and phishing attacks. Web-Defend's scam detection spots Web traps to prevent site victimization. The update signature database works to protect against iFrame attacks, content theft, and SQL injection variants.
- Clearswift released MIMEsweeper for SMTP, a version of its advanced content security software, to strengthen organizations' Data Loss Prevention capabilities. MIMEsweeper for SMTP is an email security and management system designed to address the complex security layers, policies, processes, and procedures that larger distributed enterprises face. MIMEsweeper for SMTP also provides the flexibility to tailor day-to-day management of email infrastructures to specific organizational needs. It scans outbound email messages to ensure they match an organization's email policy ensuring that any messages containing sensitive or inappropriate information blocked or routed according to the stated policy based upon enforcing multiple outcomes based upon sender, recipient, or content. Additionally, MIMEsweeper for SMTP can deconstruct and selectively inspect document properties, along with their headers, footers, and body-text for predefined keywords or phrases.
- Cloakware has announced its enterprisegrade CSPM (Cloakware Server Password Manager) version 3.5, designed to support multisite and high-volume data centers. CSPM delivers enhanced performance, Go to Page 20

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NETWORKING & VPN

Accelerate Applications

Certeon's aCelera Boosts Virtual Efficiency



With the ability to run on any standard x86 system, aCelera Virtual Appliance software can share resources with the rest of your computing infrastructure.

WITH CERTEON'S ACELERA Virtual Appliance software, you can apply the advantages of virtualization to application acceleration without a reduction in application response time. The aCelera Virtual Appliance software delivers up to a 95% reduction in application response time for applications being accessed across the WAN. The software runs on standard x86 hardware in one or more virtual machines, so companies can mix and match application acceleration solutions for virtualized and nonvirtualized environments.

aCelera Virtual Appliances accelerate all network traffic and are optimized to accelerate remote access to specific applications, including Microsoft Office, Microsoft Office SharePoint Server, EMC Documentum eRoom, and UGS Solid Edge. The Certeon aCelera software provides centralized provisioning and is integrated with VMware Virtual Center to enable IT managers to allocate and manage app performance resources wherever needed. This flexibility helps avoid the need for specialized devices at each end of a WAN connection. By adding more virtual machines, IT staff can increase the acceleration capacity as much as needed for specific times or days when application traffic is heavy.

JUNE 13, 2008

IT managers can reduce their overheard costs by downloading and deploying the aCelera Virtual Appliance software for remote users to help reduce the amount of dedicated hardware in data centers and remote offices.

Certeon aCelera Virtual Appliance Software

Starts at \$2,495

Allows you to accelerate application access without dedicated hardware

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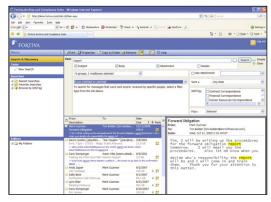


Messaging & Telephony

JUNE 13, 2008

On-Demand Email Archiving

Fortiva Offers An All-Inclusive Email Archiving Solution



The Fortiva Archiving Suite allows you to easily search all archived messages, including attachments, right from Outlook or any web browser

THE MAJORITY OF a company's business-critical data is stored in email; data that can impact revenue, business decisions, corporate reputations, and enduser productivity. With all this at stake, businesses need to ensure that email is securely stored and easily accessed.

Fortiva Archiving Suite gives businesses a secure way to store and access an unlimited amount of historical email in real time without overloading the Exchange server. Fortiva also offers full preparation for legal discovery and provides easy compliance with regulatory rules. The policy-driven system also ensures consistent retention.

Fortiva Archiving Suite automatically captures and indexes all internal and external communications for redundant storage offsite. Users can easily access data within Outlook or a Web browser with guaranteed search performance, resulting in less need to store historical data within the mail server. Fortiva also guarantees data privacy through its DoubleBlind Encryption technology.

As a SaaS solution, Fortiva can be up and running in days, with no up-front capital costs and minimal planning. Fortiva takes care of everything from storage

to security, so the archive can be easily managed by existing messaging staff.

Fortiva Archiving Suite

Starts at \$1.01 per user, per month for 1,000 users

Email archiving system that lets companies manage their storage, comply with federal regulations, and meet eDiscovery requests

(866) 366-3668

www.fortiva.com



Continued from Page 19

high availability in distributed networks, and improved integration with data centers without system interruption. CSPM's features include reliability and robustness across multiple sites, plug-and-play application server support, scalability, and easy system integration.

■ D-Link announced the DCS-5610 SecuriCam Pan/Tilt/Zoom Network Camera, which is a full-featured network surveillance camera designed for the home, office, and small business market. The SecuriCam supports Power over Ethernet, records video to a local NAS (networkattached storage) device, and can be configured to record when motion is detected or on a given schedule. The DCS-5610 can send users an email alert when the motion sensor is triggered and can even stream live video feeds to a smartphone or PDA. The camera features 2.6x optical zoom, 4x digital zoom, SIP two-way audio, and resolutions of up to 640 x 480 at 30 frames per second. The D-Link DCS-5610 starts at

\$769.99.

■ I.D. Rank Security has introduced Kynetique, which guards against external network attacks (intrusion) as well as malicious and illegal actions by those inside the network (extrusion). This product allows users to watch the flow of data to and from their networks and be sure all of their data stays in its intended place. It finds both abnormal and normal network traffic as defined by an individual's level of access to information within the organization. Along with Kynetique, I.D. Rank Security has also released myKryptofon, which protects voice conversations, text messages,

and private file transfers made to a colleague, strategic partner, or client.

■ McAfee announced enhancements to McAfee ToPS (Total Protection for Endpoint). This release provides updated compliance and security functions, including powerful policy auditing, flexible network access control, rogue system detection, enhanced Web security, and improved antimalware technology. McAfee ToPS for Endpoint leverages ePO (ePolicy Orchestrator), using a unified Web-based platform to simplify management and lower the cost of managing IT security and compliance. The addition of powerful policy auditing capabilities to ToPS for Endpoint Advanced allows for reduced management effort and ensures security compliance measures are met and audited. Key product enhancements include powerful policy auditing, unified and secure network access control, detection of rogue systems, enhanced Web security, and improved anti-malware technology.

■ Parasoft has announced enhanced data flow analysis capabilities, available in Parasoft's Application Security Solution, which ensures security verification by creating a continuous process that is deployed across all stages of the SDLC (software development life cycle) and ingrained into the workflow. Parasoft's Application Security Solution helps teams find vulnerabilities faster without slowing project progress because tests are run automatically.

■ Prism Microsystems announced the latest version of its SIEM (security information and event management) solution, EventTracker version 6.2. EventTracker

integrates real-time log management, correlation, and change management. The new version offers protection from insider theft by monitoring the insertion and removal of USB storage devices but also by tracking data that is modified, deleted, or copied. EventTracker's features include Virtual Collection Point, which virtualizes the collection, processing, and archival stack for faster report processing and greater scalability; support for Windows Server 2008; and advanced log data analysis with Trend Analytics.

■ Sentrigo announced Hedgehog vPatch, a virtual patching software that protects databases against known vulnerabilities as soon as they're discovered without requiring database downtime or affecting related applications. Hedgehog is a software solution that uses agent technology to reside directly on the database server, allowing it to operate at the database level in addition to evaluating SQL statements associated with known vulnerabilities.

■ Symark introduced the latest version of its PowerKeeper privileged account access management appliance for the secure creation, control, storage, and retrieval of privileged administrative account passwords. PowerKeeper 3.0 supports application-toapplication and application-to-database connectivity and locks up data tight with one-time-use passwords. PowerKeeper also supports the HP ProLiant DL360 G5 server and features several layers of redundancy to protect against failures, such as High-Availability Pairs. PowerKeeper appliances can support a virtually unlimited number of managed devices within an enterprise. PowerKeeper 3.0 is currently available for \$25,000 per appliance, which includes 100 licenses to manage 100 different systems and unlimited users.

SERVICES

■ HP has announced the HP POD (Performance-Optimized Data Center), a container-based data center. The PODs are designed to help companies reduce the time and costs involved with updating or expanding data centers. Within six weeks of a customer's order, HP delivers the equivalent of 4,000-plus square feet of data center capacity that supports more than 3,500 computer nodes or 12,000 large-form-factor hard drives. Power and density configurations are customizable. Deployment, assessment, preparation, and all other HP POD Infrastructure Services are provided by EYP Mission Critical Facilities, which is an HP company.

STORAGE

■ Atempo has announced its backup-to-disk solution that integrates storage management software with Nexan's green storage system. Together, the Atempo Time Navigator and Nexsan SATABeast Xi provide high performance and high capacity for dataintensive environments. This comprehensive solution is designed for data-intensive industries, including media and entertainment. Supporting a broad range of applications, Atempo's solution provides all the components needed for a virtual tape library. According to the vice president of marketing and product management at Atempo, "Time Navigator and SATABeast Xi technology gives our resellers a much needed and requested package—a seamless offering that

Go to Page 21

PHYSICAL INFRASTRUCTURE

June 13, 2008

Industrial PoE Splitter

Advantech's EKI-2701PSI Provides Power To Difficult Situations

POE (**POWER OVER ETHERNET**; also known as IEEE 802.3af) has proven itself in commercial and enterprise applications over the past several years. Using the unused wires in a 10/100BaseT cable, or by overlaying power on the data connections, PoE supplies 15.4W of power at 48VDC

PoE is useful for powering network devices and equipment where it is inconvenient, expensive, or infeasible to supply nearly 13W at 24VDC.

power separately. Connected between a standard Ethernet device and a PoE-powered connection, the Advantech EKI-2701PSI operates as a splitter, separating the PoE connection into a standard RJ45 Ethernet port and a removable screw terminal block capable of supplying nearly 13W at 24VDC.



Packaged in a thin DIN-rail mount chassis, the Advantech EKI-2701PSI is ideal where panel space is limited. It supports both standard 10/100BaseT and Gigabit 1000BaseT connections. It is also

ruggedized for demanding industrial applications, with 4,000 VDC Ethernet ESD protection, power line surge (EFT) protection of 3,000 VDC, power isolation, and output power short circuit protection. For maximum uptime in unattended and remote locations, the EKI-2701PSI features an extended operating temperature range of -40 to 75° C.

The EKI-2701PSI splitter is an ideal means to gain the benefits of PoE with standard Ethernet devices in harsh industrial environments. For applications with two or more devices requiring a PoE power source, the EKI-2525P 5-port industrial Ethernet switch is a great match.

Advantech EKI-2701PSI

Separates the PoE connection into a standard Ethernet port and a removable screw terminal block

(800) 205-7940

www.advantech.com



NETWORKING & VPN

June 6, 2008

Ethernet Converter

Transition Networks GFEB Series Provides Easy Integration

As a company grows, the need for flexibility and functionality increases, and so does the need for products that will accompany the growth and change. In the past, some Ethernet converters haven't had enough ports or haven't been cost-effective. Transition Networks has set out to solve this problem with the new GFEB series of 10/100/1000 Ethernet converters.

GFEB series products provide an easy way for companies to integrate legacy



10/100 UTP devices into a Gigabit Ethernet fiber network. Also, network administrators have new enhanced features that increase functionality and network management capabilities.

The new GFEB-120 series of 10/100/1000Base-T to 1000Base-X Ethernet copper-to-fiber media converters replaces Transition's GFEB-100 series of media converters. With the new product line, customers benefit from new features such as bandwidth allocation, virtual cable test on UTP port, IEEE 802.1q VLAN tagging and double tagging (Q in Q), IEEE 802.1P QoS, IPv4 Tos/DiffServ, IPv6 traffic class, portbased VLAN to allow unidirectional transmission, RMON counters for each port, Digital Diagnostic Monitoring interface, and the ability to remotely update firmware.

These new converters are fully compatible with the previous models and also

include those features found on the GFEB-100 series, including AutoCross, AutoNegotiation (both UTP and fiber ports), Link Pass Through, Pause, Automatic Link Restoration, and switch-selectable speeds.

Transition GFEB Ethernet Converter

Provides an easy way to integrate legacy 10/100 UTP devices into a Gigabit Ethernet fiber network

(800) 526-9267

www.transition.com



Continued from Page 20 bundles all components to deliver an end-toend backup-to-disk solution."

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■ The ExpressSAS R30F is the latest SAS RAID adapter from ATTO Technology. With 16 internal SAS/SATA II ports made possible by an onboard expander, the ExpressSAS R30F provides 3Gbps interface speeds over PCI Express. ATTO's ADSTM (Advanced Data Streaming) technology accelerates multiple I/O streams. Meanwhile, the company's ExpressSAS firmware version 2.20 brings improvements to media error handling and overall RAID performance during a rebuild. The firmware also offers better SCSI Enclosure Services support.

■ Dynamic Network Factory announced backup and data archiving capabilities for its StorBank-XL line of hybrid NAS and iSCSI storage appliances, which are ideally suited to small and midsized enterprises. The updated StorBank-XL supports NDMP (Network Data Management Protocol) to enable advanced backup functionality and easier integration into each organization's existing backup process. The StorBank-XL also supports high-performance 10,000- or

XL appliances starts at \$3,300.

15,000rpm Serial Attached SCSI drives.

Pricing for the newly revamped StorBank-

■ Enhance Technology has released a dual Fibre Channel 4Gbps storage system, the 64-bit UltraStor RS16 FS. It can handle a heterogeneous mixture of SAS and 3Gbps SATA drive and is expandable through additional RS16 JS JBOD units to an 80-drive capacity. The UltraStor RS16 FS offers manageability via browser, hot-swapping with drive trays, redundant fans and PSUs, and optical and copper SFP connectivity.

■ IBM introduced the industry's fastest 1TB storage tape drive. The IBM System Storage TS1130 Tape Drive will be able to store up to 1TB of uncompressed data per tape cartridge, and with a native data rate of 160MBps, storage backups can be completed up to 54% faster than the previousgeneration drive. The IBM System Storage TS1130 uses a high technology GMR (Giant Magnetoresistive) head design that leverages IBM's sensitive read-write head for the magnetic tape system, which results in fewer data read errors. It also features a special head overcoat technology that helps increase the overall life expectancy of the product. The TS1130 uses existing 3592 rewriteable and WORM cartridges. It offers backward compatibility with support for Gen 1, 2, and 3 formats, supporting both read and write for Gen 2 and read only for Gen 1, helping to protect media investments and lower costs. The TS1130 Tape Drive also supports drive-based data encryption to help protect your data. The IBM System Storage TS1130 (GA) will be available on September 5. IBM is also offering an upgrade from existing drives and backward media compatibility for investment protection.

■ NTP Software unveiled the latest version of its flagship NTP Software QFS, Windows Edition, which lets users manage unstructured data on Windows, EMC, NetApp, IBM, and HP, whether configured as NAS, SAN, or DAS. NTP Software QFS for Windows version 6.0 now features

DeepScan to uncover the true nature of the

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file data and ZipScan to reveal the true nature of file data within archives. Other features include improved support for Microsoft Active Directory configurations, multilingual support for the NTP Software End User Support Infrastructure, and support for Windows 2008.

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- The Cougar 6000 series NAS gateway, a data center-class clustered storage option that offers scalability, data availability, and high performance, is now available from **ONStor**. The NAS gateway is designed to lower the total cost of managing unstructured data, allowing more data to be managed with fewer resources. Further, the Cougar 6000 series is designed to give companies the flexibility to grow and respond to changes quickly without disrupting business. Features of the Cougar 6000 series include the ONStor EverScale redundant modular architecture, heterogenous storage virtualization, and advanced multicore storage network processors. Other features include centrally managed open storage support, 100K SpecSFS ops per filer, solid-state design, multicore 64-bit architecture, and multiprotocol file serving.
- SanDisk introduced the SanDisk SD WORM card, a WORM (Write Once, Read Many) digital memory card intended for professional use where data files must be protected from alteration or deletion. Analog recording media such as film and audio tape are rapidly becoming obsolete, driving demand for a solution suitable for today's digital devices, but conventional rewriteable memory cards do not meet legal requirements to prevent data tampering. Digital data written to SanDisk SD WORM cards is effectively locked as soon

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as it is recorded; there is no physical way to alter or delete individual recorded files. Yet viewing the data is simple because the cards are readable in any standard SD slot attached to a computer or other SD-compatible device. SanDisk SD WORM cards also offer 100-year archive life when kept under appropriate storage conditions. SanDisk SD WORM cards are currently available in 128MB capacities and are expected to be available in higher capacities later in the year.

■ Offsite data sharing, cross-platform (Mac, Linux, and Windows with Active Directory support) UPnP and DLNA multimedia streaming, and a broad range of server functions make the two-bay NAS enclosure from Sans Digital worth a look. The AccuNAS AN2L is available with or without SATA drives in various configurations. It supports RAID types 0/1/JBOD (here meaning drives addressable individually) and incorporates automatic rebuilding. Server functions include FTP, Web server with MySQL, and BitTorrent and HTTP downloading, plus support for backup scenarios such as NAS-to-USB, PC-to-NAS, and NAS-to-NAS.

Also available from Sans Digital are DAS offerings in the TowerRAID Series. The TR4U(B) and TR8U(B) provide JBOD (here meaning individual drive access) and spanned (conglomerated storage) RAID for up to four and eight bays, respectively. Meanwhile, the TR4M(B) and TR5M1 use a single cable to attach four and five SATA drives, respectively, to a host system; the similar TR8M(B) does so for up to eight drives using dual cables. Other models incorporate various RAID configurations and interfaces, such as eSATA and USB.



Switched CDU CW-24V2



Power cycle individual or groups of outlets to remotely reboot network devices.

- 208V to 240V Single or 3-Phase power at 20 or 30A
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PHYSICAL INFRASTRUCTURE



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- 1U and 2U versions prevent the recirculation of hot exhaust air to air-intake temperatures
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PHYSICAL INFRASTRUCTURE

NETWORK Series Network Rack

Prices starting at \$1,042



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July 25, 2008

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 Slide the rack rails to one side of the cabinet, allowing for additional 4 to 9 inches. of space on the opposite side to run large cable bundles.

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PHYSICAL INFRASTRUCTURE

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- Input Current Monitor
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- NEW! Linking for Smart CDLI (Expansion Modules)



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PHYSICAL INFRASTRUCTURE

CS-27V Sentry Smart CDU



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- High Density
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- Input Current Monitoring
- IP Access & Security
- Alerts for Power & Environmental Conditions
- NEW! Fuse Retractors for Branch Circuit Protection
- Environmental (Temperature & Humidity) Monitoring
- NEW! Linking for Smart CDU (Expansion Modules)



PHYSICAL INFRASTRUCTURE



RPC 22

24 Receptacle Remote Power Monitoring & Distribution

- Current, Voltage, Power, and Temp Monitoring
- LCD Screen Display
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- Power Distribution and Monitoring In One Unit



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PHYSICAL INFRASTRUCTURE



RPC 18

8 Receptacle Power Control / Monitoring w/Trans Switch

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 The Or Off or Balance and All Balance and Al
- Turn On, Off, or Reboot any or All Receptacles



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PHYSICAL INFRASTRUCTURE



Sentry 30-A Fail-Safe Transfer Switch

- Provides fail-safe redundant power to single-power corded equipment
- Fast Transfer Rate—Power interruption will not affect equipment uptime or performance
- Patented arc-suppression and power in-feed sharing technology extend product life and performance
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PHYSICAL INFRASTRUCTURE

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- Rackmount and Sidemount
- Three sets of L-shaped universal vertical rails
- Base, casters, and leveling feet standard
- Removable side panels
- Lexan front door (or solid steel) w/ lockable handle

swing door handle

 Avail. in heights of 24u, 30u, 35u, 40u, 42u, 44u, 48u; depths of 24", 30", 36" and 42"; widths of 19", 23" & 24"

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Physical Infrastructure



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- Monitor and manage current consumption at EACH outlet
- TCP/IP or RS-232
- SNMP management
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- Intuitive user interface



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PHYSICAL INFRASTRUCTURE



RPC 14

8 Receptacle Power Control and Monitoring

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- LCD Screen displays power monitoring information
 RS232 interface, 120/208VAC 10,20,30A Models
- Turn On, Off, or Reboot any or All Receptacles



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PHYSICAL INFRASTRUCTURE



1U 20.1" Rackmount LCD Monitor Drawer

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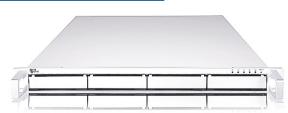
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PHYSICAL INFRASTRUCTURE

JULY 25, 2008

KoldLok Mini Keeps Air Where It Belongs

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HAVE A SMALL CABLE opening you need to seal in your raised floor? The KoldLok Mini Raised Floor Grommet from Upsite Technologies can improve your data center cooling. KoldLok Mini has virtually all of the engineering of original KoldLok products designed to reduce bypass airflow.

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OPINIONS

INFO-TECH • INSIGHT

Microsoft Gets Real About Virtualization

There was a curious and unusual vibe at a recent analyst event where Microsoft executives discussed upcoming virtualization solutions. Could it actually have been humility? Well, yes, in that they easily admitted their products are late to the party and still works in progress. But there was also quiet confidence that in the long run, Microsoft will prevail against undisputed virtualization heavyweight VMware.

They could well be right. At the very least, Microsoft can now claim to be fully in the game.

The event, held at the Microsoft Management Summit in Las Vegas, featured the betas of Microsoft's Hyper-V hypervisor and Virtual Machine Management software, as well as extensions for the System Center management software for managing non-Windows servers. The Virtual Machine Manager beta was able to manage both Hyper-V and VMware ESX Server virtual machines.

A hypervisor is the software abstraction layer that carves one physical machine into multiple virtual machines. The combination of a credible hypervisor with single-pane-of-glass management across heterogeneous physical and virtual layers is what Microsoft sees as the foundation of its eventual victory.

Getting Real With An Alternative

It is the ability to run multiple instances of Microsoft Windows servers—as well as Linux servers—on an x86/x64 processor that made VMware a market behemoth. However, it is also true that until recently, VMware has never had any really serious

competition. Now, as virtualization becomes a mainstream option for server configuration, this is all going to change.

Microsoft has had virtualization products since its 2003 acquisition of Connectix. However, as virtualization became a major trend over the past two years, Microsoft has lacked a key piece of the competitive puzzle—a bare-metal hypervisor. Microsoft's previous solutions run on top of a hosting operating system (Windows).

Hyper-V, like VMware's ESX server and the open-source Xen, does not require a host

operating system between it and the hardware (hence "baremetal"). It does, however, use a purpose-built core version of Windows 2008 to run in the parent virtual partition and control the hypervisor. (Xen uses Linux in this role.) Significantly, the price for Hyper-V is only \$28.

Hyper-V was still in beta at the time of this writing and lacks some of the features of both Xen and VMware, such as the ability to live migrate a running virtual machine from one

physical host to another. Nonetheless, it appears to be a competent hypervisor (that is, good enough) with a few performance tricks of its own.

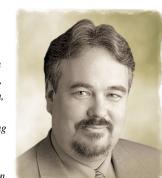
Management & The Citrix Xen Factor

As hypervisors become a more commoditized feature of server hardware, it will be the management layer that will be a differentiator. Here Microsoft is promising management capability for Windows and non-Windows servers (Linux, Solaris, Unix), as well as Microsoft and VM-ware virtualization.

This heterogeneous approach is unusual for Microsoft. This is where that humility is coming in again with the recognition that there is a world outside of Windows. Microsoft is even expanding its stake in open-source software, using Open Pegasus for the non-Windows server management.

JOHN SLOAN

John Sloan is a senior research analyst at
Info-Tech Research Group. He has more than
15 years of experience as a technology writer,
as well as experience in corporate communication,
Web site development, and electronic publishing.
His research interests include electronic publishing
and communications (including e-learning),
disaster recovery planning, desktop computing,
and Web application development platforms. Sloan
holds a master's degree in journalism from The
University of Western Ontario.



VMware's management tools are advanced but focused on the virtual layer and only on a VMware-enabled virtual layer.

Another ace Microsoft has in its hand is a close relationship with Citrix, which bought XenSource last year. Hyper-V and Xen are similarly architected, and virtual machines from one can run on the other. Citrix will

FATON

continue to sell Xen but will also base its products on Hyper-V as that technology finds its legs.

In the growing area of desktop PC virtualization, for example, Citrix XenDesktop will run on Hyper-V hypervisors. Microsoft is promoting XenDesktop for virtualizing Windows PCs against VMware's VDI (Virtual Desktop Infrastructure) offering. The desktop is an area where both Microsoft and Citrix will be playing to their strengths.

It's About To Get Interesting

None of this changes the fact that VMware has a substantial lead in the virtualization business with a large install base and a continued focus on technical innova-

tion for both the hypervisor and the management layer. Info-Tech sees a solid majority of enterprises, from small to midsized enterprises and up, employing server virtualization of some kind (from initial testing to use in production environments). The vast majority of these are using VMware.

Still, Microsoft is going to have an impact. It will challenge VMware on breadth of interconnected products for virtualization from desktop to

data center, as well as combined management of both physical and virtual layers. VMware will also be challenged significantly on licensing prices. The competition is real, and it is serious.

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The Smartphone Security Threat

Small Devices Can Pose Big Problems

by James Cope

MORE AND MORE mobile workers are adding smartphones to their arsenals of mobile devices. And as they do, IT managers would do well to arm themselves against the security risks posed by this growing category of devices small enough

What Makes A Smartphone Smart?

The term "smartphone" is bandied about by end users and admins alike, but what is it that makes a smartphone "smarter" than the average cell phone? Here are some key features that up a phone's IQ.

- Connects to enterprise servers via the Web or directly over Wi-Fi
- · Supports Web browsing
- Employs extended internal memory
- Functions as a cell phone
- Handles email and calendaring
- · Has a camera
- Includes SD expansion card slots
- Supports installable applications

to be carried in a pocket or purse yet still able to link to the enterprise.

Smartphones are "smart" because, in addition to handling voice calls, they employ Web browsers and hold in memory other client-side applications—those for email, calendaring, and contact management, for example. Devices based on the Microsoft Windows Mobile OS even offer mobile versions of Redmond's standard fare, including Word, Excel, and PowerPoint.

And then there are the high-end smartphones that, in addition to flinging data over the cellular bands, can connect to Wi-Fi networks and tote gigs of data on removable SD cards.

How Risky?

ABI Research expects annual worldwide shipments of smartphones to exceed 334 million units by 2010, up from just more than 42 million units in 2005, and while the notebook computer is still king of the road, Dan Hoffman, CTO of SMobile Systems (www.smo bilesystems.com) in Columbus, Ohio, says that for many, smartphones are becoming the new laptop.

People using their smartphones to house critical information such as notes, emails, and business contacts is disturbing to Wireless and Telecom Analyst Jeff Kagan (www.jeffkagan.com). "People are putting everything on them," Kagan says. "Surprisingly, we haven't had major security events resulting from these wireless devices yet. But we

have to think that they're coming. The people who mount security attacks are bound to focus on smartphones at some point."

Unlike notebooks that are issued and centrally managed by SMEs, a lot of smartphones are purchased by individual users and do double duty for work and personal use.

Nick Magliato, CEO of Trust Digital (www.trustdigital.com) in McLean, Va., says that while enterprises may know how employees are using their laptops and what resides on them, they "wouldn't know what people are keeping on their smartphones."

"It's not time to hit the panic button [on smartphone security], but it's getting really close," Magliato says.

Losing It

STORAGE

Hoffman says, "One of the biggest risks posed by smartphones is physical compromise," which can come from losing or misplacing the phone or failing to clean the data from a phone that's passed on to another person inside the company.

Ravi Iyer, group manager of smartphone security for the Motorola Good Technology Group (www.good.com), concurs. He cautions against handing over a phone you've used to anyone—including a private cellular dealer or even a provider—before purging all data and settings.

Instead of worrying about theft or loss, Hoffman recommends treating smartphone security like notebook security. At the very least, lock your phone with a password. Better yet, he says, use a password and install encryption software to encrypt the data in the device's onboard memory and on any SD cards used with the smartphone.

It's like doing a full disk encryption of your notebook PC. Even if someone were in physical possession of the phone and could work around the password, they wouldn't be able to get to data or smartphone settings.

While it may seem inconvenient to enter an eight-digit password every time you use your smartphone, at the very least, you can use the password lock when your phone is unattended.

And the inconvenience of entering a password will ultimately be eliminated through the use of biometrics, Iyer says. He notes, "You can overload a device with so much security that it becomes unusable."

Direct Attacks

Smartphones are vulnerable to direct attack from malware—viruses, Trojans, and worms—just like their notebook brethren. Although nowhere near the frequency of attacks experienced by users of PCs, Iyer says malware writers have been doing their "proof-of-concept" work. Infections can occur from applications unwittingly installed when surfing the Web, engaging in SMS messaging sessions, sharing data on memory cards, using unsecured Wi-Fi connections, and making Bluetooth transmissions.

In particular, Bluetooth, the protocol widely used to connect wireless headsets to smartphones and sync information between the phone and a PC, is a direct-attach avenue that bears watching, according to Iyer.

As for smartphones that support Wi-Fi, not all support the WPA (Wi-Fi Protected Access) or WPA2 security protocols, which Stan Schatt, vice president and wireless research director for ABI Research,

Go to Page 26

JUNE 6, 2008

NETWORKING & VPN

JUNE 6, 2008

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LinMin Bare Metal Provisioning 5.1 lets you perform remote, unattended installs of several OSes.

LINMIN BARE METAL PROVISIONING 5.1 simplifies the unattended deployment of systems and virtual machines on new platforms and adds "green" features and innovative provisioning business rules.

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With Fire And Forget Provisioning, you assign system roles to systems with unique network settings, host name, and passwords. Specify the provisioning rule such as Always, Never, Boot To HD (to avoid accidental repurposing), or Provision Only At Next Network Boot, Then Boot To HD (to prepare systems and provision them during the next network boot).

On The Fly Provisioning lets you select the system role from the client's UI or assign a default role for all unknown PXE boot requests.

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For Information Recovery

IT PERSONNEL certainly have their hands full with the escalating amount of information stored on networks, server consolidation, compliance, security, and disaster recovery issues always looming. Legacy backup and recovery technologies don't always have what it takes to ensure organizations can map IT processes, reduce IT costs, retain data long-term, and maintain business continuity. So, organizations are turning to agentless information recovery management platforms, such as Televaulting 8.0 from Asigra.

In addition to providing agentless information recovery management, Televaulting 8.0 offers backup and recovery of VMware ESXi, and its intelligent archiving feature provides policy-based backup life cycle management and longterm data retention, while cutting the costs of hardware storage. The multidirectional data center replication supplants storage-storage replication and supports one-to-one, many-to-one, and many-to-many replications. Organizations will have room to grow in both capacity and performance with DS-Client grid-based scalability. Also, Televaulting 8.0 supports SAP, SharePoint, Oracle, Microsoft SQL, DB2, Exchange, Lotus Notes, GroupWise, and others.

With Televaulting 8.0, IT outsourcers and organizations get integrated information recovery management from the data center to the remote office, along with potential solutions for performance loss, manual deployment, burdensome software and information management, limited cross-platform interoperability, and security problems. The nonintrusive platform behaves as a data recovery services "blade" in the outsourcer's, providing capital and operational cost reductions and allowing for the removal of software agents that have damaging impacts. As the only 64-bit agentless information recovery management platform, Televaulting 8.0 offers a centralized approach to agentbased patchwork solutions.

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Internet Filtering

Protect Your Network & Prevent Access To Inappropriate Material

by David Geer

FOLLOWING AN undercover investigation, Time Warner Cable, Verizon, and Sprint agreed with the New York Attorney General's Office to block child pornography and eliminate it from their servers, according to a press release from the New York City Press Office. Under the agreement, the ISPs will block newsgroups and Web sites offering the obscene material and will spend \$1.1 million to fund programs seeking its eradication.

The news points to the importance of enterprises protecting their networks and constituents against the breadth of inappropriate content. Enterprises must determine the appropriateness of all Web material. They must establish and enforce acceptable use/Internet access policies on that basis and educate their employees about that policy.

What Is Inappropriate?

It's up to each enterprise to examine the many categories of Internet content and make its own decision about what is appropriate for its networks and staff, according to Steve Yin, vice president at St. Bernard Software (www.stbernard.com).

This evaluation should encompass not only offensive and obscene material such as pornography, violence, and hate sites but also distracting or disruptive material such as job sites, shopping sites, and sites that distribute malware, says Michelle Drolet, founder and chief executive officer of Towerwall (www.towerwall.com).

Inappropriate material enters the network by avenues other than just Web sites. The enterprise must evaluate Internet applications such as IM, peer-to-peer file sharing, anonymous proxies, remote desktop applications, and streaming media. Mark Parker, senior product manager at 8e6 Technologies (www.8e6.com), says these technologies introduce inappropriate material and malware, hog bandwidth, and impede network performance if left unchecked.

Implement Policies & Gateway Appliances

So what's a small to midsized enterprise to do? The first step is establishing an acceptable use/Internet access policy. An effective policy addresses Web sites, applications, and employee behaviors that expose the network and its constituents to inappropriate material, notes Tim Roddy,

Web security expert on Web filtering at Secure Computing (www.securecomputing .com). A thorough policy is very specific about inappropriate Internet access and behavior

Employees must read and sign established policies, Roddy says. From there, says Towerwall's Drolet, management should continually educate employees about the policy to ensure they understand it.

To enforce policy, vendors are providing Web gateway appliances (also referred to as UTM, or unified threat management appliances) that filter or block banned content, says Don Fuller, territory manager of SMB solutions at Check Point Software (www.checkpoint.com). "The appliances have become available at an SME price point in the last three years," he says.

These appliances offer administrators a single interface to manage security and access controls that filter and block whatever the company considers inappropriate, according to Fuller. Through the interface, administrators set up filters from myriad categories, including adult content, criminal skills, and gambling sites, he adds.

Administrators set filters based on keywords, nudity, application protocols, and user behavior, says Secure Computing's Roddy. Other filters identify and block sites based on reputation. "If, for example, it's a new site and it is hosted by an ISP that is known for spamming, it will be blocked," he notes.

To filter applications, the appliances scan connection ports, filtering or blocking application protocols and traffic for IM, peer-to-peer file sharing, anonymous proxies, remote desktop software, and streaming media based on the enterprise's preferences, notes 8e6's Parker.

Web Use Monitoring

In addition to filtering, SMEs need to monitor and log employee Internet abuses

Adding To Known Bad Site Lists

An important tool of the UTM (unified threat management) appliance is its database of known bad sites. That's because the appliance automatically blocks these sites. But what does an administrator do as the number of bad sites grows?

The appliance vendor should provide regular updates to the database of known bad sites as new sites appear, says Mark Parker, senior product manager at 8e6 Technologies (www.8e6.com).

Michelle Drolet, founder and CEO of Tower-wall (www.towerwall.com), says the best appliances scan the Internet with bots looking for new sites in order to classify them. These appliances add sites that meet certain criteria, such as banned keywords or nudity, to the appliance's database.

Holding companies maintain and share lists of known bad sites for appliances to use in their filters. The appliance vendor should make use of these lists, notes Drolet.

and confront employees about misuse. Check Point's Fuller says there are effective logging products on the market, and many of the Web gateways/UTM appliances log and report Internet behavior. Management should use logging capabilities to report patterns of abuse to supervisors. "It's up to the employer how they enforce the policy. One way is to show an employee that you can see their surfing habits," says Fuller.

Enterprises should proactively watch for behaviors that skirt the gray areas of Internet usage in order to bring inappropriate material onto the network; peer-to-peer file sharing is an example of such a behavior, Parker notes.

Filtering inappropriate material is a multifaceted process. By being diligent, SMEs can take steps to prevent that content from getting into their enterprises.

Drive-by Malware Infections

Hackers infect trusted sites with malware by adding infectious links, code, and downloads to the comments sections of Web site discussion pages, says Mark Parker, senior product manager at 8e6 Technologies (www.8e6 .com). When an unsuspect-

ing employee surfs to these sites, the malware downloads and infects his computer. Experts call these kinds of infections "drive-bys."

UTM (unified threat management) appliances installed at the gateway to the Web block

good sites, notes Steve Yin, vice president at St. Bernard Software (www.stbernard .com). The appliance would allow all the other content on the Web site while blocking the malicious code, says Parker.

malware planted on known

The Smartphone Security Threat

Continued from Page 25

says is an important consideration, particularly if the device is used to access corporate data.

Hoffman advises treating smartphones like laptops. "All should have anti-malware, including antivirus, applications installed," he says. In addition, he notes, smartphone users should employ personal firewalls and install and use encryption applications.

Hoffman's advice is on track given the mobile malware reports from Kaspersky

Lab (www.kaspersky.com). The firm reports that during the first quarter of 2008, both virus writers and antivirus companies were becoming more active relative to smartphone malware. Kaspersky notes that work in malicious code for smartphones is pretty much evenly targeted across Symbian, Windows Mobile, and iPhone operating systems, as well as the J2ME, the open-source Java platform that Kaspersky asserts will run on most any mobile device.

Managing Smartphones

According to Schatt, enterprises would prefer the ability to manage mobile devices, including smartphones, from a central console, noting that while the tools are available today, "SMBs often have a wide range of devices from different vendors, [which] makes it difficult for them to manage these devices from a single management platform." Moreover, "SMBs often lack a dedicated resource with enough time and/or

provide adequate security." And many SMEs, Schatt adds, prefer to "pay as they go via a service rather than the purchase of hardware and software. It helps manage cash flow."

enough technical security knowledge to

Whether managed by the enterprise or through a service, smartphone security is becoming a company responsibility.

Iyer puts it this way: "Irrespective of whether it's personal or enterprise-provided, if you are going to connect to my network, you're going to go about it this way. You are going to let IT admin control the parameters [of what the device can run and do]."

NETWORKING & VPN

June 6, 2008

Keeping Track Of Names, Not Numbers

eTelemetry's Locate 4.1 Gives Administrators Name-Based IP Address Tracking Capabilities

IT CAN BE DIFFICULT to track users on a network when their only identifying mark is an IP address. Locate 4.1, eTelemetry's network appliance for IP mapping, makes it significantly easier by attaching people's names to IP addresses, MAC addresses, and switch ports.



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Keeping track of ports and addresses by name enables network forensic tracking to account for employee network activity. With configurable reports, administrators can detect rogue Wi-Fi networks so they can react in a timely manner.

Locate lets administrators acquire email, instant messaging, and switch port information from unauthorized users and quickly identify and shut them down. An additional feature named Instant Assist can be leveraged by help desk staff to locate a user's network by name and, with a one-click connection, implement Remote Desktop and Remote Assist.

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SIX QUICK TIPS

Tips For Evaluating Liquid Cooling Options

Although More Costly Than Air Cooling, **Benefits Include Better Efficiencies & Quieter Operation**

by John Brandon

LIQUID COOLING has many benefits and one major detriment: It is definitely a more costly alternative to air cooling. At most data centers, air cooling is a pervasive technique; managers use air conditioning in the room, create a plenum for airflow, install spot-cooling devices near server racks, and use portable systems as data center requirements change and the server space grows.

Introducing an entirely new cooling technique can mean new installation and monitoring costs, as well as replacement costs for the air-cooling methods currently deployed. Yet in a rapidly changing economic environment and with energy conservation quickly becoming a top concern in the head office, liquid cooling is a popular option.

Consult With Your Energy Company

Many data center administrators focus their efforts initially on analyzing cooling needs internally, but one tip is to look externally first, at the energy company that provides power to your SME. Andrés Marquez, a researcher at Pacific Northwest National Lab, has installed an extensive liquid-cooling system in a test data center in Washington state. In his experience, talking first with the energy company can steer you in the right direction because it can give you guidelines about how the liquid cooling will affect energy prices and also provide details about discounts for using alternative cooling methods.

In some cases, you may be able to determine the best course of action with help from the energy company, especially those with knowledgeable engineers who will likely be able to visit your data center and provide a report based on their findings comparing air cooling to liquid cooling.

Save In The "Million Dollar" BTU

In a growing company, adding additional space and air cooling can be very cost prohibitive. It is what Scott Tease, an IBM (www.ibm.com) product marketing manager, calls the "million dollar" BTU (British Thermal Unit, or a unit of heat used to deliver cooling to an office or home). He calls it that because if an SME needs to expand, it could be expensive to add just a few more BTUs of cooling if it means

fixed in an existing DC [data center], the addition of a rear door heat exchanger will allow much greater density than one could get with air cooling. For fast-growing clients that are out of space (space as defined as the ability to fit more into current power and thermal limits), this could mean the difference between staying in a current data center and spending the massive capital needed to build a new one."

Keep An Eye On **On-Chip Liquid Cooling Technology**

Tom Raftery, a RedMonk analyst who has built energy-efficient data centers, advises small to midsized enterprise customers to keep an eye on on-processor liquid cooling technologies in development at Intel (www.intel.com) and other

Liquid cooling is a good option for companies that are expanding rapidly because it means a lessened impact in the building design.

redesigning the data center for the air plenum. Liquid cooling is a good option for companies that are expanding rapidly because it means a lessened impact in the building design.

"Traditional air cooling demands large ceiling height, large under-floor clearances, and plenty of air handling capacity," says Tease. "For those that have these parameters companies. As this technology matures, it will likely become a more reasonable option than even the rackmount liquid cooling options. "I do think liquid cooling, and especially on-processor liquid cooling, has a very bright future—but that future is quite a bit off in the future yet if current discussions are anything to go by," says Raftery.

Analyze The Liquid-Cooling Market Thoroughly

Gary Chen, a senior analyst at Yankee Group, says the most important tip for SMEs is to analyze the liquid cooling market thoroughly because liquid cooling is still a new technology for use in data centers, and it can be difficult to install and manage. There are advantages, he says, in quieter operation and in higher energy efficiencies (because water cools down hardware much faster than air), but he has not seen any in full production use with any of his clients so far.

Easiest To Implement:

Analyze The Cost Per Kilowatt

Scott Tease, an IBM (www.ibm.com) product marketing manager, advises SMEs analyze the cost of energy per kilowatt to make sure liquid cooling makes sense. Normally, if your data center is already well air-conditioned for heat dissipation, the cost for adding additional air cooling per kilowatt is low if you expand slowly. This usually involves analyzing airflows in the data center and working with your energy company to determine the cost per kilowatt for your current air cooling systems and how liquid cooling would change your cost per kilowatt after deployment.

Best Related Tip:

Use A Refrigerant To Enhance Cooling

Using only liquid cooling will lower energy costs because liquid is 700% more effective than air at cooling down data center components, according to Dave Kelley, the director of application engineering at Emerson Network Power's Liebert Precision Cooling (www.liebert .com). Yet using a "two-phase" approach to cooling is also an option for managers. For example, you can use the R134a refrigerant (check in your area for regulations about its use), which starts as a liquid, turns to a gas during cooldown, and then turns back to a liquid. Kelley says flow rates for liquid-only systems are about four to eight times higher than refrigerants, which move slower and cool faster. Refrigerants are also more scalable as a company and its data center grow.

"From an efficiency perspective, refrigerant performs better than only water for highdensity cooling," says Kelley. "R134a refrigerant can be pumped in the piping system as a liquid, become a gas within the cooling modules when the heat from the rack is transferred into the fluid circuit, and then returned to either a pumping unit or a chiller. In the pumping chiller, the heat is transferred from the fluid circuit as the gas is condensed back to a fluid before it is pumped back to the cooling modules."

Kelley continues, "Additionally, pumped refrigerant technology and distributed cooling modules that do only sensible cooling reduce chiller capacity requirements by approximately 20%. This increases energy savings and enables additional cooling capacity without more chillers."

BONUS TIPS

■ Use software to analyze data center efficiencies.

One suggestion for data center managers is to consider software that examines server loads, airflows, and other systems management variables, such as optimal temperatures, to help them make data center product decisions.

■ Save your research on liquid cooling. Analysts of small to medium-sized enterprise say that after SMEs research the topic of liquid cooling and determine a best approach or wait for on-chip liquid cooling technologies to emerge, it's important that they put together a plan of

action and document their findings. Some managers will simply discover that liquid cooling does not make sense and will get rid of the materials they collected. They won't archive the data for future use, when it might make sense to implement it in their

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WHAT'S HAPPENING

Power Play

Eaton Powerware Aims To Provide Diverse Offerings

by Don Reisinger

In THE WORLD of data center power, few companies have the capability to address the growing concerns of data center managers across a wide array of areas. Eaton Powerware (714/540-4229; www.powerware.com) has been able to adapt relatively well to that growing trend and has created a business model that services data centers of all sizes.

Founded in 1911 but working in the power space since 1973, Eaton Powerware provides a wide array of power quality solutions, including UPS and power distribution. Aside from that, the company specializes "in high power density, custom solutions, remote monitoring, and power control. Our products are used in varying locations from small data rooms to large enterprise data centers," says Joe Skorjanec, Eaton's technical manager.

Eaton Powerware's parent company is a Fortune 200 diversified manufacturer, but its Powerware brand "is part of the company's electrical group, which offers a wide range of products including UPS, circuit breakers, load centers, power distribution, and monitoring products for the data center."

According to Skorjanec, the power distribution products were previously sold under the Pulizzi Engineering brand, which was transitioned to Eaton Powerware after the June 2007 acquisition.

Establishing Powerware

Going forward, Eaton has high hopes for its Powerware brand. Building on the work

performed by Pulizzi, the company believes it can leverage its size and strength to create a compelling solution for data center managers across all industries.

As Skorjanec explains, "The Powerware brand is part of the power quality division and is one of our PowerChain Management solutions. Eaton's comprehensive portfolio of PowerChain Management solutions helps enterprises meet power challenges."

"These solutions, including distribution, generation, and power quality equipment; full-scale engineering services; and information management systems, are designed and manufactured to work together to produce powerful benefits. Our line of Enclosure Power Distribution products helps a company quickly deploy reliable distribution for their IT equipment and offer innovative monitoring technologies to ensure the best reliability and efficiency."

Realizing that, the company hopes to continue working with its PowerChain Management solutions to create a greater value proposition for its customers.

More than anything, though, Eaton Powerware is specifically focused on being the de facto leader in power. In such a competitive industry, it's extremely difficult for any one company to maintain an iron grip, but with a slew of acquisitions in the works, Eaton believes it has what it takes.

According to Skorjanec, mergers and acquisitions are an important element in solidifying the company's role as the leader in the power distribution space. In fact, it's

so dedicated to this strategy that in the past year alone, the company has acquired several major organizations in the market.

"Eaton has been aggressively expanding [its] Electrical Power Quality division with multiple acquisitions over the last year," Skorjanec says. "This includes companies such as Moeller, MGE OPS, and Ptec."

In The Works

As it stands, Eaton is focusing mostly on the high power density distribution space and is working hard to be a leader in as many power markets as possible.

"Our most recent product advances are in high power density distribution," Skorjanec explains. "We offer enclosure-based solutions that provide up to 100 amps and three-



Powerware

phase power distribution. These products are matched nicely to blade server and high-density 1U server solutions that are popular today in the data center."

Aside from that, the company hopes to branch out into innovative monitoring technologies that provide branch circuit monitoring or individual device monitors. According to the company, this allows a "detailed view of power consumption for load planning and efficiency monitoring," which, Eaton believes, provides a significant value proposition for all of its customers.

Eaton is also focusing much of its attention on advanced technologies that include outlet switching and environmental monitoring. Outlet switching offers the advantage of

power cycling or powering down equipment in a lights-out remote environment. On the environmental monitoring side, Eaton is working on a solution it says is "integrated into the power distribution unit that significantly reduces the cost compared to a separate monitoring solution and provides rack enclosure level monitoring of temperature."

Additionally, Eaton is also focusing its attention on the way heat plays a role in the data center. As the company points out, heat is becoming an increasingly troublesome issue to most data center managers, and there simply aren't enough solutions available to address the many concerns the market is being faced with. Because of that, Eaton is doing its part to help solve the mounting heat problem and become a leader in the heating space.

"Heat generation products allow for heat signature profiling and threshold alerting," Skorjanec says. "Overheating equipment can cause premature failure and ultimately, downtime, which is simply unacceptable for our customers and especially for us."

Meeting Needs

Eaton Powerware aims to turn the tide of power and provide an end-to-end value proposition for its customers. And while it's doing so in a variety of spaces rather than focusing most of its attention on any one space, the company believes that its size and its focus on power will allow it to do a fine job.

As the data center becomes more complicated, the need for services Eaton Powerware is providing is becoming more and more necessary. And although it's just one piece of an industry that's firmly focused on making power consumption and heat management a key issue for the future, Eaton believes it is properly positioned to take a leadership role. While there isn't any one solution to solve the many problems in the space, Eaton believes it's on the right path.

THREE QUESTIONS

Server Equipment Catered To Integrators & End Users

iStarUSA Emphasizes Innovation & Customer Service

by Joseph Pasquini

ESTABLISHED IN 1989, iStarUSA (626/303-8885; www.istarusa .com) has nearly 20 years of experience in the design and manufacture of industrial-grade switching power supplies, rackmount chassis, and server cabinets. With a diversified user base comprising both OEM and retail customers, iStarUSA's ISO 9001-certified products can typically be found in the industrial computing, data center operation, multimedia production, surveillance, and telecommunication arenas.

We recently spoke with Anthony Pai, who serves as iStarUSA's project manager, to learn more about the company and its commercial product lineup. Pai has amassed over a decade of experience in design and project management. Before joining iStarUSA, Pai worked on projects for Volkswagen, Ford, and Honda.

■ What are the biggest IT-related issues facing today's small to midsized enterprise?

"One of the principal IT-related issues facing today's small to midsized enterprise is the ever-rising demand for storage," responds Pai. "There is a major focus by broadcasting companies towards high-definition storage systems simply because media outlets are constantly in competition to provide the highest-quality solution within the shortest period of time. iStarUSA's dynamic 3U 16-bay rackmount high-performance storage solution, for example, is specifically intended for [the storage demands of] 1080i video editing or any high-resolution video platform."

According to Pai, SMEs are also interested in making their budget dollars stretch even further today than in previous years. Consequently, prospective customers are more mindful of product specifications, and they set their performance expectations accordingly. "We have been working closely with major computer components manufacturers and system integrators to ensure that our products have a high degree of compatibility and solid stability," says Pai.

■ What should *Processor* readers know about your company's products?

The introductions of several new product offerings have made 2008 a busy year for iStarUSA.

"Our 2008 product line has been expanded to include both HTL (HDD trayless) and HDD Docking technologies," says Pai. The T5 family of mobile racks features an HTL-based antivibration design intended for rapid and secure installations of 3.5-inch SAS and SATA drives. Meanwhile, the xAGE-N99-SAU Docking Station features both USB 2.0 and eSATA interfaces and supports 2.5- and 3.5-inch SATA drives.

Enterprise users will be interested in iStarUSA's assortment of PCI-E rackmount storage arrays. "With a bandwidth up to 20Gbps and storage capacity of up to 16TB, these PCI-E externally interfaced storage systems are ready for the high-definition video editing and broadcasting media markets," says Pai.

In addition to expanding its storage offerings, iStarUSA has also recently introduced its IS Red Dot Series of power supplies. According to Pai, the IS Series features Active PFC (power factor correction) and is available in a variety of form factors from 1 to 4U and ranging from 350 to 2,000W. "The Red Dot series also feature 80 PLUS and ROHS designations," says Pai.

■ What makes your company unique?

Pai is proud of iStarUSA's distinctive commitment to its customers. "Our five unique product divisions—Custom Power, Power, DVR/IPC, Cabinet, and Storage—all allow iStarUSA to meet the needs and requirements of our OEM integrators and retail customers," says Pai. "Every single project that we receive is very important to us. iStarUSA can support any size enterprise and project, from conceptual drawings to production of [the] final product. The philosophy of iStarUSA is always to strive for excellence."

According to Pai, his company is able to continually improve upon its product designs by adopting the latest in industry standards. "Our ability to design an innovative product offering according to a customer's specific requirements wins us a strong reputation in the industry," says Pai.

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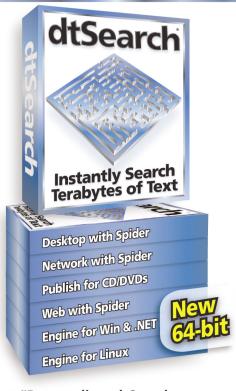
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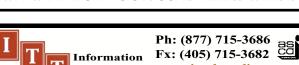
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